






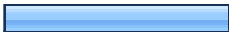




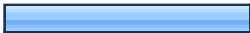


1. How many times in the past three months have you visited the MC311 Customer Service Web Site?

		Response Percent	Response Count
Once		60.7%	1,120
Between 2-5		28.7%	530
Between 6-10		4.1%	76
Greater Than 10		3.3%	61
Don't Know		3.2%	59
answered question			1,846
skipped question			2

2. What was the purpose of your most recent visit?

		Response Percent	Response Count
Ask a Question		2.9%	53
Report a Problem		43.9%	810
Request Services		33.6%	620
Compliment/Complaint		17.9%	331
Other		1.7%	32
answered question			1,846
skipped question			2

3. Have you previously used the MC311 Customer Service Web Site to obtain general information only?

		Response Percent	Response Count
Yes		36.7%	678
No		58.5%	1,080
Not Sure		4.8%	88
answered question			1,846
skipped question			2

4. Please rate your level of satisfaction with the following for your most recent visit to the MC311 Customer Service Web Site:

	Very Satisfied	Satisfied	No Opinion	Dissatisfied	Very Dissatisfied	Rating Average	Response Count
The ease of using the web site	35.9% (662)	42.6% (787)	6.1% (112)	10.3% (190)	5.1% (95)	2.06	1,846
The ability to find the information you were looking for	34.2% (632)	42.8% (791)	8.7% (161)	8.6% (159)	5.6% (103)	2.08	1,846
Your overall experience during the web site visit	33.7% (622)	43.2% (797)	8.0% (148)	9.3% (172)	5.8% (107)	2.10	1,846
answered question							1,846
skipped question							2

5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

		Response Count
		773
answered question		773
skipped question		1,075

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

1	I'll have more feedback once I know if my request was promptly resolved. It's too early to tell at this point.	Jan 4, 2012 8:01 PM
2	My experience was so-so. It initially looked like a good way to handle my request -- a street improvement -- but the search terms it asked me to input was useless and didn't get me anywhere. Instead, I had to search a very long list of MDOT options, and then, since the one I wanted was NOT on the list -- new (as in never before) road striping -- I had to select the option that was close enough (repaint road striping). The latter didn't bother me as much as the former -- the fruitless search term exercise. Hopefully my next experience will better fit MC311's model, not that it should have to, mind you. Thanks for your efforts to better serve.	Jan 4, 2012 11:03 AM
3	the comment box was a little confusing, as I wanted to report a pothole and the first question was about debris, making me think I was in the wrong place.	Jan 4, 2012 10:52 AM
4	Process of registering Ride On complaints is complicated and convoluted. I can do it easily now because I've done it before, but was NOT easy the first time.	Jan 4, 2012 9:49 AM
5	Very convenient.	Jan 2, 2012 4:10 PM
6	It might be helpful, under SHA frequently asked questions, to include "reporting a road in need of repair".	Jan 2, 2012 3:18 PM
7	It is very difficult to find the actual scrap metal pick-up request page. 1st I went to "How to recycle/dispose of scrap metal" located at http://www.montgomerycountymd.gov/apps/dep/solidwaste/collectionservices/material_detail.asp?categoryID=3 On that page I clicked on the link that reads, "Request scrap metal pickup." This took me to this page: http://www.montgomerycountymd.gov/apps/dep/solidwaste/collectionservices/curb_side.asp which is labeled, "Curbside Collection Details." I could not find the place to make my request! The only thing on that page that looked like what I wanted was, "Scrap metal recycling collections." When I clicked on that, I went back to the first page, "How to recycle/dispose of scrap metal." I felt like I was in an infinite loop - very frustrating. Further down that page, I found step#2, "Request your scrap metal recycling collection online." Finally, what I was looking for all along! I wish this had been easier to find.	Jan 1, 2012 5:16 PM
8	Was not easy or quick to find how/where to submit a service request.	Dec 31, 2011 3:27 PM
9	I reported a problem with the timing of a traffic signal, and cannot say if I am satisfied with the experience until I have feedback that my issue has been addressed. Hopefully I will be notified when it has been received and addressed.	Dec 30, 2011 4:59 PM
10	It might be helpful to add an item for 10 or more bags of trash	Dec 30, 2011 10:39 AM
11	The bulk trash request was a little confusing as far as entering in your address, other than that not bad. I would recommend adding the customer's address on the bulk request confirmation page.	Dec 29, 2011 10:11 AM
12	Overall - great layout on website. Very user friendly.	Dec 29, 2011 9:32 AM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

13	MC311 is worth the money	Dec 28, 2011 2:22 PM
14	if you will allow for people to submit a scrap metal request online, a list of ALL items that can be collected should be included.	Dec 28, 2011 2:16 PM
15	I find the 311 service helpful; however, when I called the information line a couple of days ago, I asked about disposing of two television sets. The person at the County office said to leave them out on my regularly scheduled trash day (Wednesday). I have done that this evening, but now I realize (according to the 311 service) the pickup date may be January 4, 2012. I hope the gentlemen coming by tomorrow for the regular trash collection take everything that is at the curb. Thank you for your help.	Dec 27, 2011 11:28 PM
16	Web Site is difficult to use. too many "secret handshakes" to find things	Dec 27, 2011 5:57 PM
17	I was reporting several potholes. There was not a way to describe the location. The area for text on the pothole reporting page was about debris.	Dec 27, 2011 3:09 PM
18	The Site is great, the response from the agents is not.	Dec 27, 2011 1:48 PM
19	this is the easiest site to use to make this request for county services. I appreciate it.	Dec 27, 2011 1:34 PM
20	It would be great if trash pick-up could be more prominently displayed on the MC Home page.	Dec 27, 2011 12:23 PM
21	I am dissatisfied with the fact that no case number was returned after I submitted an on-line complaint. I have my doubts that it will be followed through and the issue is a very important one...a RideOn bus driver that appeared to be emailing or texting while driving!!!!	Dec 24, 2011 12:57 PM
22	It took me a while to find a place to submit a request for sidewalk repair on-line. But the MC311 search lead me right to it. Could you possibly connect that page to the DOT web pages regarding concrete work?	Dec 23, 2011 4:28 PM
23	This is my first time using MC311 services. I will use MC311 services next and following times, hoping to provide more usable comments.	Dec 22, 2011 9:13 PM
24	great site!	Dec 22, 2011 3:14 PM
25	The 2-page listing of questions/concerns you have is ridiculous. It should be organized into departments/sections that are logical. Also, the tone of the questions listed is suggestive of a government that EXPECTS to get complaints and sort of encourages it....which is poor P.R. and makes the county look unprofessional. Consider reorganizing the list of issues and change the tone. Also, make it EASIER to get to a specific complaint box to begin filling out a complaint.	Dec 22, 2011 9:15 AM
26	Yes, the pothole repair area of the website is NOT user friendly. Can you please have someone create a way to type in the information in a better way? PLEASE contact me at gillivray@comcast.net. This was my first time reporting potholes	Dec 21, 2011 9:00 PM

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	online. There are MULTIPLE potholes and no way to enter the information. Same problem when I call in on 311. Now I understand why. The operators are trying to fill in the same impossible to use way of describing the location. It took almost four weeks for them to fill the one I reported in Novemebr and there are dozens of potholes on the stretch of Good Hope Rd between Briggs Chaney Rd and Rt 198. PLEASE have someone contact me by phone at 301-706-7459 or by email. I asked for a follow up call from the last request I made on the 311 number and NO ONE followed up. Please follow up with me. Thank you. Kathy MacGillivray	
27	I was extremely dissatisfied because when I did send in a complaint, I got a reply saying it was closed with any further inquiry to my case. It is unacceptable.	Dec 21, 2011 8:18 PM
28	A little confusing that pothole repair requests use the same page as debris pick up requests.	Dec 21, 2011 1:13 PM
29	The last item in the 311 online request form is a security bar user is to retype. It's shown in upper case when letters are present, and those are changed to lower case when entered. However, just above it in red, it says everything there is case sensitive. ????	Dec 20, 2011 10:12 AM
30	Thank you for the service, it was easy to report the pot hole on my street.	Dec 20, 2011 9:11 AM
31	I wish all government/county websites were as easy to use as this one!	Dec 20, 2011 7:41 AM
32	None of the options for "type of item" applied to one of my pickup items (empty metal cannister)	Dec 18, 2011 6:39 PM
33	I have made 2 requests to fix a large pothole on Second Ave. in Silver Spring. The hole has not been fixed and is getting larger with traffic hitting it hard.	Dec 18, 2011 4:11 PM
34	easy to use, information is easy to find	Dec 17, 2011 8:03 PM
35	A designated area to provide feedback on the services provided.	Dec 17, 2011 4:13 PM
36	It may be more helpful to report potholes using a map, especially for potholes on unnumbered addreses	Dec 17, 2011 1:10 PM
37	got thru faster this time - however, there is an "incorrect!" message by the security code entry, even before you have entered anything, or tried to send it. That adds to the confusion when using this site - so I'm thinking, maybe it needs to be all capitalized, but your page does not recognize my keystrokes to set the caps in that section...	Dec 17, 2011 12:23 PM
38	it took several attempts to get your system to accept my report in your 'form' (and I am a fairly skilled internet user). I kept getting error messages... on 'not a valid' street location, etc. I also think it did not recognize 'Rt 355'. It kept blocking me to the point that I gave it up last night, and came back at it today. I have another problem to report, and I just dread having to go thru this again.	Dec 17, 2011 12:10 PM
39	I filled out the zoning request page and the submit entry button would not work.	Dec 16, 2011 2:03 PM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

	Had to refresh page twice, refresh codes numbers twice, and finally it went through. also tried to dial 311 but got a busy signal	
40	It was good	Dec 16, 2011 11:12 AM
41	Your online pothole service form is very difficult to use. It offers no flexibility. When I finally started over and tried to put in the intersection of Blackburn Land and Cullingworth Road, it said the place didn't exist. Yet I stood there and looked at the street signs and that is how the street is identified.	Dec 16, 2011 10:54 AM
42	I experienced difficulty with the second screen/web page, but it eventually worked.	Dec 15, 2011 11:35 PM
43	Lower our taxes. ...	Dec 15, 2011 5:55 PM
44	Being able to request this info on-line certainly makes the process painless.	Dec 15, 2011 2:36 PM
45	The complaint function is not particularly user friendly, and I have never had a successful follow-up from a Ride On service complaint lodged via this system.	Dec 15, 2011 11:20 AM
46	Very difficult to use on a smartphone.	Dec 15, 2011 10:16 AM
47	I was not expecting to be able complete my business in one try--i am impressed that i did!	Dec 15, 2011 5:50 AM
48	It was fine, although I was wondering if an old medicine cabinet that is metal on the outside, but backed by pressed wood, would be worth a scrap metal pick up. I decided it was not and included it in bulk trash.	Dec 13, 2011 6:14 PM
49	This was very easy to use. Thanks	Dec 13, 2011 6:06 PM
50	You do a great job !	Dec 13, 2011 12:17 PM
51	The CAPTCHA validation is a little frustrating. I tried to make my answer case sensitive and it corrects my entry into lower case - eventually it worked.	Dec 13, 2011 9:24 AM
52	I like the MC311 Customer Service Web Site very much! Thanks	Dec 12, 2011 8:39 PM
53	It is hard to know how good this is until I see results. Some of your language is confusing - e.g., I am both reporting a problem and requesting service - and your system won't let me give the correct answer.	Dec 12, 2011 6:55 PM
54	On bulk trash, there should be a listing for small appliances and other smaller items. Surely you take them, so list them. Thanks	Dec 12, 2011 10:10 AM
55	Keep it simple. You did. I'm satisfied. Thanks.	Dec 11, 2011 3:06 PM
56	Web site tends to reload on it's own while I'm trying to file.	Dec 11, 2011 11:59 AM
57	An excellent way to do this type of business	Dec 10, 2011 5:26 PM

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58	I wanted to be able to specify that I am requesting pickup of a old hot water tank. There was not option to be more specific or no area where I could type in what I wanted picked up. I also logged into your site a few days ago to get information on recycling leaves. I wanted to build a compost pile. I was looking for information on whether or not the county would provide compost bins by acreage, this is, x number of bins per quarter acre. I have an acre so two bins would be a waste of time for me. I'd like help with composting and I've got a lot of leaves since we have an acre. Any help via email would be much appreciated. How many bins am I entitled to? Please advise and thanks in advance.	Dec 9, 2011 6:10 PM
59	Housing enforcement issues never addressed in either a timely fashion or properly	Dec 9, 2011 6:06 PM
60	Actually, this service was easier a couple of years ago. The current service is a little confusing, but I am an "expert" computer user and was able to find what I needed and to fill out the request.	Dec 9, 2011 2:40 PM
61	multiple requests types on one page is confusing. i.e. pot hole and debris removal forms are on the same page Not always sure which fields belong to which request	Dec 9, 2011 12:21 PM
62	This site is too complicated. It took too long and too much effort to figure out how to file a housing code complaint.	Dec 9, 2011 10:14 AM
63	Will grade according to HOW FAST RESPONSE IS..... we are STILL waiting this with our neighbors... WHEN Will it be DONE??? Just count How Many Accidents Constantly happen on record here@!!!	Dec 8, 2011 10:23 PM
64	Ride-On needs it Own site...	Dec 8, 2011 10:20 PM
65	A little confusing to schedule bulk pick-up. I made a service request , filled out the form, could not copy code at bottom with caps, would not allow. Tried twice and was sent to page where I could choose to find info on things I did not want. Tried third time and although it still did not allow caps, it sent me through to the bulk trash pick-up info page and I was succesfully scheduled. When making a "service request", nothing really said what service I was requesting, so I had to just try it to see what would happen.	Dec 8, 2011 5:28 PM
66	This was just too hard to do. When you are reporting potholes you see while driving you don't know exact cross streets or addresses. These fields should not be required (since when does Aspen Hill Road and Viers Mill Road not constitute a valid intersection anyway). It should be sufficient to list the road on which the pothole appears in the required fields and to provide the remaining descriptive information in the box that asks for it. The Captcha feature is also very inconsistent even if you have it read to you and you type what it says it says incorrect. The MD SHA site to report potholes does not require so much detailed information it will take your request even if the only exact information you have is I-95 East	Dec 8, 2011 12:44 PM
67	I spent 45 minutes trying to find the link to report a clogged storm drain. I started	Dec 8, 2011 9:20 AM

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	with a Google search for "montgomery county strom drain". I landed on several pages describing work performed, but no link to file a report. I'm STILL	
68	Did not receive a Service request Number.	Dec 8, 2011 7:46 AM
69	Too hard to find out where to start a request for pickup of metal or bulk trash. Not clear when the pickup will occur: Next trash day or "5 days to resolve".	Dec 7, 2011 10:21 PM
70	It was a little confusing to find what i wanted but I was still able to find it quickly.	Dec 7, 2011 6:57 PM
71	The 311 web site is needlessly complicated and unwieldy.	Dec 5, 2011 4:23 PM
72	It is very difficult to give you feedback. Giving feedback wether a complain or a compliment, should be an easy task so that riders might feel compelled to do it often.	Dec 5, 2011 12:35 PM
73	great site! I requested a bulk trash pick-up. So easy!	Dec 5, 2011 11:50 AM
74	i submitted a bulk trash pick-up request. took me a little while to get to the right page because "special trash pick-up" and similar terms did not yield results. also, took me awhile to realize the security letters, which were upper-case, did not need to be upper-case when i typed them in.	Dec 5, 2011 10:00 AM
75	This was very easy to use and to find the information I needed.	Dec 4, 2011 9:36 PM
76	Excellent web option for service and information. Thanks!	Dec 4, 2011 3:59 PM
77	This so-called "system" is a disaster. I resent every taxpayer dollar that was thrown away on whatever so-called "contractor" was paid to punish the tax-paying public like this. A County Council idiocy!	Dec 3, 2011 12:51 PM
78	Thanks, this is extremely convenient.	Dec 2, 2011 12:55 PM
79	NEED MORE SPACE TO DESCRIBE COMPLAINT. ONLY USED THIS BECAUSE MY PHONE CALLS TO THE TAX OFFICE WERE NOT ANSWERED.	Dec 2, 2011 9:36 AM
80	There needs to be a simple interface to log buses that are no shows.	Dec 2, 2011 8:12 AM
81	In typing the "code" it would not let me use capital letters even tho that was required...but it still processed the request..so I guess it works. Glad to be able to do this online now.	Dec 1, 2011 7:22 PM
82	A reported issue was closed without notification or resolution. If the customer reports a problem and includes an email, they at least deserve a follow up about the action via email.	Dec 1, 2011 1:10 PM
83	I was attempting to request a bulk trash pickup of a baby crib. It was difficult to know whether to check "metal" or "non-metal" for a crib. I wish that your website provided more options for indicating the type of bulk trash to be picked up.	Dec 1, 2011 10:55 AM

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84	Good Service, Thank You	Dec 1, 2011 9:01 AM
85	The "official" list provided doesn't allow for combinations of items or identification of items "not" on the "official" list. It would be helpful to "add" another option on the list where items not listed can be provided.	Dec 1, 2011 9:01 AM
86	I had to read a few pages to find my information, but I did find it. The information was thorough and helpful.	Nov 30, 2011 8:24 PM
87	Thanks for making this web site so useful.	Nov 30, 2011 7:43 PM
88	I hope the pick up is as easy as the time it taked to fill out the request i also hope you send an email reminder	Nov 30, 2011 6:30 PM
89	NONE YET...WILL ADD AFTER POTHOLES ARE REPAIRED THOUGH	Nov 30, 2011 3:20 PM
90	I am very happy that bulk trash requests can be done on-line. It makes it a lot easier.	Nov 30, 2011 10:13 AM
91	I would like to answer these questions after my inquiry is resolved.	Nov 29, 2011 7:09 PM
92	I just submitted a complaint so I won't really know whether I am satisfied with the website until I find out whether and how my complaint was handled.	Nov 29, 2011 3:54 PM
93	There is a lot of very detailed, useful information here.	Nov 29, 2011 2:16 PM
94	Form for filing complaint for Ride On bus was not clear and there was no context sensitive help. In addition, the Capture Text was implemented incorrectly, as I tried several times to enter the text and a red "Incorrect" kept appearing. I finally hit submit anyway after listening to the audio version, and a service request WAS created (verified by email) even though the Capture text was reported as Incorrect.	Nov 29, 2011 2:13 PM
95	for some reasons i tried to submit the service request a few days ago and did not go through but it did today- this is so convenient. thanks	Nov 28, 2011 7:20 PM
96	I was trying to report a problem, and the website insisted that the road in question did not exist. What a pain!	Nov 28, 2011 1:14 PM
97	Really, really appreciate the MoCo waste collection department	Nov 28, 2011 9:39 AM
98	worked well and is better than telephone	Nov 28, 2011 9:21 AM
99	For the bulk trash/metal pickup, I wasn't sure about what categories to put a garbage disposal and a dehumidifier in. It might be helpful if there were more items listed to see which one of the categories these go in. I assumed metal for the disposal and home electronics for the dehumidifier. Hope that's right. We truly appreciate this service and wish to thank you for providing it.	Nov 28, 2011 8:45 AM
100	topic search was not very effective.	Nov 28, 2011 7:24 AM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

101	Excellent service. I reported a pothole on Query Mill Road that had caused a bicycle crash requiring ambulance assistance. The pothole was fixed within two weeks. Great service!	Nov 27, 2011 8:39 PM
102	Why does your captcha code thing ask for capital letters and refuse to allow you to type capital letters. Why does it ask pole number on a traffic sign repair request; why does it ask how much debris there is on a pothole request. Your machine doesn't work. Please fix it. I have complained about the captcha problem before and you don't seem to be able to fix it. WHY? Bill McCloskey bmcclos325@yahoo.com 301-652-7583	Nov 27, 2011 5:54 PM
103	The check list is insufficient for the amount of trash I need picked up in special collection. I will call Monday to give a list on 311. It would be nice to have a box like this to list all items at the curb to be picked up. I've already written the list. Kathleen McElroy	Nov 27, 2011 12:20 PM
104	Great service.	Nov 27, 2011 10:05 AM
105	Great service!	Nov 26, 2011 5:28 PM
106	There is glass all over our street and the response time is five days. How would you feel if there was glass covering your street that your kids play on and people drive regularly, and the response time was five days. There should be some way to report issues that seem more critical, like glass covering the street. Also, 311 does not work...never has, from my phone: 301-434-0076. Thank you.	Nov 26, 2011 11:10 AM
107	I am very happy the county provides this on-line service.	Nov 25, 2011 11:18 AM
108	Online scheduling of bulk trash/scrap metal is a great addition to MC services!	Nov 25, 2011 10:32 AM
109	Very easy to use and directions are clear, and easy to follow. I had already arranged for a new mattress delivery without checking here first as I had planned to save money and have bulk trash pick it up. I am so glad that the mattress will be picked up the day after placing the old one out. The turn around time is short!	Nov 25, 2011 6:08 AM
110	It took too many clicks to get to the service request page for scrap metal pickup.	Nov 25, 2011 1:33 AM
111	Glad to be able to report minor problems this way. Makes life better for all of us.	Nov 24, 2011 11:00 AM
112	was great	Nov 23, 2011 1:47 PM
113	There is no direct link to report a traffic signal that seems to be mistimed. The 311 phone number did not work when I called it.	Nov 23, 2011 11:47 AM
114	Very efficient and easy. I just used the website to schedule a bulk pickup. If the items are picked up on Nov 26th as scheduled, I'll be very impressed. Thanks,	Nov 23, 2011 9:22 AM
115	I hope my experience is better this time. When I used it before, I never got a response to my query. I expect a response this time.	Nov 23, 2011 5:05 AM
116	SEEMS"USER FRIENDLY'.	Nov 22, 2011 9:01 PM

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117	website is fine. Now, if only you could improve fulfillment. I am a very mad taxpayer. I don't like to be ignored.	Nov 22, 2011 1:53 PM
118	good resource	Nov 22, 2011 11:02 AM
119	It took me a while to get to the right place to schedule a pick-up of metal waste to be recycled. It should be more obvious where to go to do the scheduling.	Nov 20, 2011 6:01 PM
120	Please use a bigger font	Nov 19, 2011 11:10 AM
121	I reported a light outage in my neighborhood on the site. At the bottom, there is a code to enter prior to completion. The code was a bit unreadable and when I entered it, I was taken back to original screen. It might be more beneficial to be taken to a screen that notifies the code was incorrect and the requests did not go through.	Nov 19, 2011 7:19 AM
122	It's a well done and usable site.	Nov 18, 2011 3:44 PM
123	still waiting for someone to answer my complaints.	Nov 18, 2011 6:58 AM
124	The website locks up frequently..Tuesday evening 16October2011 no response. It was difficult to create a service request at the road repair section...difficult to even get to the road repair section.	Nov 17, 2011 9:33 AM
125	I CAN GIVE YOU A BETTER OPINION AFTER VERIFY THAT IT ACTUALLY WORK AND I CAN SOLVE MY PROBLEM THROUGH IT.	Nov 15, 2011 8:44 PM
126	You need to abandon javascript. there's too much evil use of it in the world, and you are putting my computer info at risk by requiring me to enable it to use the site. this is a security issue and you failed.	Nov 15, 2011 7:52 PM
127	Dear Sir/Madam, The ability to request a bulk trash pickup online is a great convenience since I normally would not be able to call during the day. Please continue this service. Thank you.	Nov 15, 2011 7:35 PM
128	It would be nice if your AFTER HOURS announcement on the telephone would give the URL to the site. It would be a lot easier to find at that point.	Nov 15, 2011 6:39 PM
129	We need to provide a but for initiating a service request on the very first screen of the three one one page.	Nov 15, 2011 5:38 PM
130	found the site difficult to negotiate and failed to give enough information even when phone calls to 311 helped direct us	Nov 15, 2011 12:37 PM
131	I wanted to report a housing code violation, but it was not clear which part of the site to use.	Nov 13, 2011 2:07 PM
132	FOR SOME REASON THE SITE KEPT CHANGING MY UPPER CASE LETTERS TO LOWER CASE WHEN I TRIED TO PUT IN THE CODE. THIS WAS CONFUSING BECAUSE IT SAID IT WAS CASE SENSITIVE. IT EVENTUALLY WORKED WITH THE LOWER CASE ONES.	Nov 12, 2011 5:38 PM

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133	Your website is much much too complicated	Nov 11, 2011 2:42 PM
134	THIS SITE IS EASY TO USE AND HELPFUL	Nov 11, 2011 10:25 AM
135	validation code must capitalize, but keeps putting the capitals like A into a after submitting the request	Nov 10, 2011 3:24 PM
136	issues about streets seem to overfocus on snow and leaves. Repairs and potholes would be nice to find easier.	Nov 10, 2011 1:24 PM
137	I think the data entry for giving you my address and the trash I wanted picked up was kind of stupid. What did you do, hire an IT contractor who uses H-1B visa workers from India? It makes little sense.	Nov 9, 2011 9:17 PM
138	the only thing I was not sure about was metal and non metal furniture, I have a chair that is both so I didn't know which to check so I checked both, which may have been good or bad. Sorry if it was bad. :)	Nov 9, 2011 5:43 PM
139	*1 has no option for first time users.	Nov 9, 2011 5:15 PM
140	very good prompt service, thanks	Nov 9, 2011 12:04 PM
141	When putting in an intersection, it would not accept it as a valid location until I switched the order of the street names, which is just silly. Overall I was pleased with how easy the site was to use.	Nov 8, 2011 2:21 PM
142	The website needs to flow better.....	Nov 8, 2011 1:25 PM
143	I think it is great that the county provides services through the Internet. It is very fast and convenient.	Nov 7, 2011 5:51 PM
144	I'll let you know after the old chair has been picked if MC311 worked. Thanks for asking.	Nov 7, 2011 3:16 PM
145	TRYING TO GET TO THE SITE WAS A CHORE. PERHAPS SOMETHING SIMPLE LIKE A GENERIC CUSTOMER SERVICE LINK. THEN A FOLLOW UP EMAIL TO THE WEBSITE WOULD BE HELPFUL. AFTER I FOUND THE WEBSITE, THE ERROR EXPLANATION WAS NOT CLEAR. THAT TOOK A MINUTE. NOW I KNOW...	Nov 7, 2011 2:28 PM
146	Nice and easy!	Nov 7, 2011 7:43 AM
147	Great service.	Nov 5, 2011 1:51 PM
148	will find out if and when its picked up	Nov 5, 2011 12:17 PM
149	intuitive and easy to navigate; thanks.	Nov 4, 2011 4:40 PM
150	positive	Nov 4, 2011 10:04 AM
151	easy to use and a great experience. This website is very helpful	Nov 4, 2011 8:50 AM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

152	EXCELLENT SERVICE	Nov 3, 2011 4:44 PM
153	I was hoping that the 311 website was just to report a problem and ask for a resolution. With all the other information on the homepage, it took me too long to navigate to the page to submit my request for services. Don't have much time for learning curves but I like 311 and using the web for requesting services. OK, but do not clutter the site any more than it is. Thank you.	Nov 3, 2011 2:46 PM
154	This is an efficient way to communicate with you regarding needed services.	Nov 3, 2011 2:44 PM
155	It took several attempts before I located the link for requesting the pickup. I can't quite remember how I got to the "request pickup" page and probably will have to hunt for it next time too.	Nov 3, 2011 1:40 PM
156	easy to use. Had a little trouble figuring out what category old dishes were in, but found it eventually.	Nov 3, 2011 1:21 PM
157	To enumerate "Bulk Trash Items" to be picked up, the website allowed me to choose only items from a list of broad categories. I was not allowed to describe the items. For example, I can only hope the "non-metal household items" can include: wooden crates and plastic window covers. The "search" facility was not able to assist in identifying the category into which these items did or did not fit. Would it be of value to include a text field in which we might describe more clearly the items, when the category is not immediately apparent? Thanks,	Nov 3, 2011 12:24 PM
158	It is important to be able to reach a person when there is a problem. The web site is just not very helpful.	Nov 3, 2011 11:10 AM
159	May occur to some as a nitpick, but for question #1, I'd like to say it's my first time visit. But the option of "once" might be misconstrued to mean that I've been here already one time before. None of the choices to me can express what I wanted to say: "it's my first time". The "Don't know" option also doesn't make sense to me. Great website though! Thanks.	Nov 3, 2011 10:33 AM
160	The website is pretty good except that you are not sure if you can use this website for reasons not listed. The website instructs to call 311 rather than guide you to use it.	Nov 3, 2011 8:00 AM
161	Fabulous!	Nov 2, 2011 5:20 PM
162	This was great, very easy to find info and set a bulk trash removal appointment. Thanks!	Nov 1, 2011 6:23 PM
163	This website is definitely user friendly and I had no problem finding the information I needed.	Nov 1, 2011 1:33 PM
164	The form for Ride-On complaints REQUIRES information that may not be relevant to a specific complaint (e.g., a street address). Contacting Ride-On was much BETTER before 311.	Nov 1, 2011 1:28 PM
165	it would be nice to get a copy of the reported problem to our email and not just	Nov 1, 2011 12:53 PM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

	the on screen confirmation number	
166	Report of stret light wanted a "proper street name" but I have no idea what else Route 28 is called. This should be somewhat more flexible so as not to automatically come up as an error, or a hyperlink to MoCo maps should be added so the street can be found on the map and the proper name located that way.	Nov 1, 2011 8:56 AM
167	Seems as if an option is needed at the root level so that if the message did not involve a complaint or a compliment; but rather a suggestion that this option also would be available.	Nov 1, 2011 8:27 AM
168	It would be great if you would let customers list items for collection on line that do not match the scrap metal or bulk trash list, for approval (or disapproval) by your office. Thank you.	Oct 31, 2011 6:12 PM
169	The e-mail acknowledging receipt of the service request and all subsequent communication references the service request number only. This is very difficult to track if multiple service requests are being submitted. Would suggest asking user to enter short reference/subject line, and refer to that, along with the S/R number, for all future communications.	Oct 31, 2011 3:11 PM
170	The information is not as readily available as I'd like for it to be.	Oct 31, 2011 11:34 AM
171	It would have been nice prior to submitting the request for bulk trash pickup to see the estimated date of collection. I have a lot of bulk items to be collected tomorrow, but there wasn't any information stating how long a request takes to process / when the bulk collection would occur prior to submitting.	Oct 30, 2011 9:09 PM
172	Google immediately suggested my need to find link for tree limb removal...very convenient. Hope the work gets done as fast!	Oct 30, 2011 10:36 AM
173	EXCELLENT SERVICE ON MY FIRST TRASH COLLECTION REQUEST. THANK YOU.	Oct 28, 2011 4:44 PM
174	A prominent link to MC311 on the County homepage would be helpful.	Oct 28, 2011 1:45 PM
175	I found the website to be user friendly and precise. I found what I was looking for with ease. I hope my neighborhood light outage will be fixed soon since it was not fixed when I used the telephone.	Oct 28, 2011 7:49 AM
176	Congratulations on terrific advances with this web service	Oct 28, 2011 5:30 AM
177	I didn't find this in the Montgomery web site, I found it using the search engine. The 311 site has more information than the county site.	Oct 26, 2011 8:42 PM
178	The case-sensitive verification tool at the bottom of the page automatically changed capital letters into lower case letters. This appears not to have caused a problem with submission but is very odd and confusing.	Oct 26, 2011 1:56 PM
179	I am very pleased with MC311 customer service. I called first for information and	Oct 26, 2011 8:53 AM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

	the lady was very helpful. She took her time and answered all my questions with out hesitation.	
180	Site says you take many things for scrap metal recycling like doors, than gives me a list of items you take and forces me to choose one of them. Many of items you said you take, like doors, aren't on that list. You need to be consistent.	Oct 25, 2011 10:18 AM
181	It is a very informative and easy site to use.	Oct 25, 2011 10:17 AM
182	Nice easy request for pickup.	Oct 24, 2011 4:45 PM
183	Because it was so detailed, I found it cumbersome to wade through.	Oct 24, 2011 4:42 PM
184	An email would be sufficient. (as it used to be for reporting potholes). This requires information that the driver often does not have (street address?) and is not relevant for multiple instances such as the problem with mutiple potholes from construction patches on Georgia avenue. Furthermore, there is another pothole at the intersection of University Blvd and Arcola. I cannot report this because I do not have a street number. THERE IS NO STREET NUMBER. It is the intersection. Furthermore, I was told by the main office that I had to call 311. When I did this they refused to take my call because I didn't have a street number for them. Months ago, we were able to notify someone in the department via email. They were responsive and useful. This process is burdensome and inefficient (and no doubt costs significantly more than the simple email process). Please respond to my email id: cbevitt@comcast.net with the justification for putting this process in place over the simplicity and responsiveness of the prior method.	Oct 24, 2011 2:28 PM
185	Very clearly laid out with exactly the information I was looking for. The site was easy to navigate and the information was easy to understand and access.	Oct 24, 2011 7:19 AM
186	I am overall very pleased with the services provided by Montgomery County!!!!	Oct 23, 2011 8:27 PM
187	It took me a couple of extra clicks to figure out how to request a scrap metal pickup online; user error, I must admit. It was a fairly simple process, but not completely bullet-proof. Thanks, as always, for a lovely MoCo experience.	Oct 23, 2011 3:29 PM
188	When you initially click on scrap metal request, it took you in circles. Took a while to actually find where you needed to make the request for a pick up.	Oct 23, 2011 12:11 PM
189	It can be a little more informative, especially in the area of complaint/compliment, because if it take between 7-10 days and that person/persons should get an incentive, what I want to know is, if it will be retroactive. Otherwise, the service of the web is excellent.	Oct 23, 2011 11:50 AM
190	Very user friendly. Thanks	Oct 23, 2011 10:57 AM
191	I like the service. You can easily find the information you need and I am very happy that I could schedule my bulk trash pick-up online. Thanks!	Oct 22, 2011 9:14 AM
192	Provide more space to give a description of the problem!	Oct 21, 2011 3:38 PM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

193	Thanks :~)	Oct 21, 2011 3:10 PM
194	you tell me the pothole will be fixed 4 days from the inspection. it could be inspected a month from now.	Oct 21, 2011 10:27 AM
195	This really is a poor replacement for the previous call-in system. The response time is much longer in resolving complaints, and you don't interact with a human which is preferred by most people. I'm sure you are saving money but it is at the cost of customer service.	Oct 21, 2011 7:37 AM
196	Overall, good site and it was easy to schedule my scrap metal pick up. The only suggestion would be to update/fix your security code you have to enter in order to confirm you are a "human" and not a computer bot filling out requests. The web-site says that the letters are "Case Sensitive." When given the code - all the letters were in caps. When I attempted to input the letters as CAPS, the web-site form turned them all into lower case letters. Its not a BIG DEAL but was a little frustrating because it was confusing.	Oct 20, 2011 1:02 PM
197	I had no idea that MC residents are given 5 bulk trash pickups a year. I am very excited about this service. Thank you!!	Oct 20, 2011 10:13 AM
198	Very useful for busy people. Cuts down on the "hold" time that you get when you call 311	Oct 20, 2011 9:55 AM
199	I sent an e-mail to an address which was posted on the site but it was returned as un-deliverable. MC311.customer@montgomerycountymd.gov	Oct 20, 2011 9:19 AM
200	I had difficulty finding the information on a specific library on a previous site visit. The bulk trash request system worked great though. Big improvement from having to do it by phone. Thanks.	Oct 19, 2011 8:47 PM
201	Only problem was in identifying category for metal sink. I'm assuming it is "metal furniture" but confused, since "non-metal sink" is specially included	Oct 18, 2011 5:36 AM
202	Thank you!	Oct 18, 2011 1:47 AM
203	Tried phone line for 2 hours, but gave up after continually receiving busy signal. I was very glad to see the web option of requesting service.	Oct 17, 2011 10:55 AM
204	I had a little trouble navigating the department page for waste management to figure out what a bulk trash pick up was and how to schedule one.	Oct 17, 2011 10:07 AM
205	The only question I could not find an answer to was whether or not there is a way to schedule "bulk recycling" and what would constitute "bulk" in that case.	Oct 17, 2011 9:39 AM
206	311 telephone complaint line leaves a lot to be desired.	Oct 16, 2011 8:14 PM
207	I was trying to call 311 but I had to enter the complaint in written form instead.	Oct 16, 2011 5:41 PM
208	Only problem is, my last service request before this one (overcrowding report: Case #: 101170) has been lagging. Inspection of the overcrowded unit was	Oct 16, 2011 2:11 PM

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	8/1/11, and I haven't heard anything yet (today is 10/16/11). Please call me at 202-445-4114 to let me know what's going on with this case. Thank you.	
209	I won't know if I am satisfied until the pothole is filled or not.	Oct 15, 2011 3:14 PM
210	Test Survey - Danny Winborne	Oct 15, 2011 12:42 PM
211	Suggest whoever designed the website try actually using it to see where the problems are.	Oct 14, 2011 12:48 PM
212	The responses to complaints (bus delays) are very vague and don't provide any information.	Oct 13, 2011 9:54 AM
213	I was unable to create a service request without calling and speaking to a representative because the keywords that I entered only led to the message that I needed to call and speak to a representative. My key words were very specific ("remove dead tree") but were not sufficient to get me to where I could create a service request (only "dead tree" worked).	Oct 12, 2011 4:00 PM
214	That was the easiest way to file a complaint	Oct 12, 2011 2:04 PM
215	I had to write a letter to County Executive Leggett to receive any response to my call to 311, email, and letter to Ride-On executives. Only then did I receive a response.	Oct 11, 2011 7:20 AM
216	Very easy to find information and navigate web site.	Oct 10, 2011 2:51 PM
217	There should be a number provided for tree removal from public pathways/streets.	Oct 8, 2011 4:33 PM
218	1. If a problem occurs with a late bus at a metro station, one has to enter an intersection rather than just say "Bethesda metro", e.g. I usually enter my destination. 2. The captcha thing at the end seems unnecessary - I find it hard to believe that mass-spam programs are attacking the ride-on site. 3. The need to know whether a street is "ST, RD, BLVD, DR", etc., is superfluous.	Oct 6, 2011 7:38 AM
219	The web site is helpful in point a person in the right direction to get help or info. I believe the phone service, 311, should be active 24 hours. I work a late night shift, and have needed to inform non-emergency matters to the county for safety issues. Perhaps the 311 phone announcement could give after hour callers other options to call...	Oct 6, 2011 1:03 AM
220	I've used this website in the past to report potholes in my neighborhood and I've been extremely satisfied with their quick response. Thank you!	Oct 5, 2011 8:08 PM
221	Very helpful. I wanted to call, but it was late and so I browsed the website and found this option. Thank you so much.	Oct 5, 2011 5:05 PM
222	Past two attempts to report this same pot hole did not go through. This is the third attempt in 6 days and appears to have gone through.	Oct 5, 2011 4:27 PM

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223	Make your complaint section readily available, and user friendly.	Oct 5, 2011 2:11 PM
224	The problem was not associated with a house, but you REQUIRED a street number. I gave you one, but it may mislead those looking for the sink hole. It is far too hard to find a place to report sink holes, or even the public works department, the department names are all more grand than a user can use. Sorry. The whole idea of being able to report sink holes and sidewalk maintenance issues is great, but it is harder to find than it needs to be. Thanks for asking.	Oct 5, 2011 2:10 PM
225	So far, I am not satisfied because there is no resolution of my complaints.	Oct 5, 2011 1:30 PM
226	Website seems fine. Hope the corrective action follows.	Oct 5, 2011 11:18 AM
227	Two hundred characters is not an appropriate length to explain an issue. If you want to find out what a user is complaining about, you may want to give them more than two lines to explain themselves.	Oct 5, 2011 8:45 AM
228	I wanted to report a streetlight outage using the web page that shows the street map. I had seen the map the last time I reported a broken street light. Today that web page is not working. Today it took me a fair amount of effort to find the online form to report the broken streetlight.	Oct 5, 2011 8:40 AM
229	We use Magic Jack as our phone service provider. As a consequence MC311 cannot be reached without the complete number: 240-777-0311 even though we live in the county. The website might consider listing the number as an "alternative or backup number," not as an out of county number.	Oct 4, 2011 5:03 PM
230	This system is not service oriented, operators are not well versed in handling problems, and no one really supervises to see the final solution to any problem	Oct 4, 2011 12:32 PM
231	Your captchas emphasize they are case sensitive but they automatically change the case of the letters i type to lower case. though everything still worked ok submitting my complaint, i thought this was a little weird	Oct 4, 2011 11:02 AM
232	It took me forever to find where I could leave a complaint of the type that I was leaving; i.e. that the monthly passes were not available for purchase as of 6:30 p.m. the 3rd day of the month.	Oct 3, 2011 7:21 PM
233	There is no provision for reporting bridge damage on this web site	Oct 3, 2011 12:36 PM
234	the more you use it the easier it gets	Oct 3, 2011 11:47 AM
235	it was a little harder to make a complaint than I thought it would be	Oct 3, 2011 11:40 AM
236	I lodged a report about dangerous potholes on Shakespeare Blvd at the intersection of Scottsbury Drive over a month ago but nothing was done and I did not even receive an acknowledgement of the report. I have therefore submitted a second report but have also received nothing in response.	Oct 1, 2011 4:24 PM
237	There should just be a phone number to call to lodge a complaint.	Sep 29, 2011 4:01 PM

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238	its difficult to file a complaint from the general 311 website. I only do it through DHCD page on your site, because the other way is confusing.	Sep 29, 2011 2:48 PM
239	Complete waste of time, takes LONGER to find what I need, just made my complaint angrier!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!	Sep 29, 2011 2:28 PM
240	Our office receives many calls from citizens who have been referred to us or frustrated with the information they have received from 311. We do assist and redirect citizens to the correct area, however, as there are many areas of cross-over between Montgomery County and our agency, (in particular trees and park facility reservations), it could be helpful to expand your operator training in this area.	Sep 29, 2011 9:12 AM
241	I have no problems with the MC311 Customer Service Web Site. I cannot say the same for the MC311 (240-777-0311) telephone number. Incorrect transit information on bus routes have been given.	Sep 28, 2011 5:41 PM
242	I love MC311. both the telephone and web. thanks.	Sep 28, 2011 10:42 AM
243	Can someone report cruelty to animals online? there is no email available.	Sep 27, 2011 9:25 PM
244	I requested that a street light be fixed that was out. There are others in my neighborhood that I would like to make note of as well but the request only allows for one to be posted. When I was finished with my service request, it would have been helpful to have a function that allowed me to post additional problems or requests.	Sep 27, 2011 4:39 PM
245	The CAPTCHA box never indicates that the selection is "correct." In the past, this has led me to abandon my attempt to submit a complaint. I also understand that the CAPTCHA entry box is NOT case sensitive, but since the CAPTCHAs themselves are all in upper-case (haven't seen one with a lower case letter yet) it would be good if the entry box would actually accept upper case letters. (It does not, which is extremely frustrating.)	Sep 27, 2011 9:43 AM
246	Great low cost service...	Sep 27, 2011 9:24 AM
247	There is no option for talking with an actual person at Ride On. All I get is a 311 operator who is willing to take a message. This may be function for the 311 center but it is very frustrating for the person who wants to know if a bus is actually going to show up!	Sep 27, 2011 9:19 AM
248	Make a mobile friendly version. Service complaints and requests happen out on the street, not behind a comPuter desk.	Sep 26, 2011 5:59 PM
249	Great tool for the public...thanks!	Sep 26, 2011 6:07 AM
250	I decided to use the website since my phone request didn't completely resolve the problem.	Sep 24, 2011 8:41 PM
251	Not enough options to compalain about Ride on Service which sucks. Busses are either late or do not come all.	Sep 24, 2011 4:09 PM

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252	probably user error -- but, I had a difficult time finding pot hole repair...	Sep 24, 2011 12:20 PM
253	Hard to find request/complaint category on Web site (garbage collection). My street address rejected. Tried 3 or 4 times to submit form. Abbrevs. for type of street mystifying, and no option for "street"	Sep 24, 2011 9:56 AM
254	It took me a while to find the problem I wanted to report, which is a stop sign hidden by bushes. I finally found the topic "Low Hanging Branches Over Roadway or Tree blocking traffic signal or sign" http://www3.montgomerycountymd.gov/311/SolutionView.aspx?SolutionId=1-QHTP . It told me to send an email to trafficops@montgomerymd.gov . I did this, but it was undeliverable. This page needs to be corrected.	Sep 23, 2011 2:13 PM
255	In general I am not a fan of the MC311 service. When you had comments or complaints in the past you could address them with the correct department. As a public transportation rider, that's important to feel like you are speaking with someone who is in a department to resolve an issue or make use of a comment. Now with everything going through MC311 it's like it all goes to an abyss. Although this question is asking about the website, I have to say that I think the call center is a joke, because that it all is, a call center. The staff aren't responsible for remediation and resolution. You get the sense that your comments are taken and that is is. This is my first time using the website. What I noticed is that it is an afterthought link on the website to submit an online request, with telephone options taking priority. Then when the link states questions or comments, the only options I received once I clicked the link were for complaints, not comments or compliments. Although my comments weren't a complaint, that's the way that they had to be submitted. That doesn't make much sense...	Sep 23, 2011 7:40 AM
256	When Tropical Storm Lee was approaching, I sought information about the availability of sandbags, but Montgomery County supplied neither sandbags nor information about where to obtain them. (Most area Home Depots had sold out of them.) The question on this topic that I posed to MC311 was never answered.	Sep 22, 2011 10:59 PM
257	difficult to locate exactly what I was looking for in a timely manner. I has taken me 40 minutes to figure out where to find out HOW to file a complaint for Autos Unregistered in the state of Maryland for a tenant in my neighborhood.	Sep 22, 2011 12:21 PM
258	you guys blow	Sep 22, 2011 9:40 AM
259	I find it hard to use since I have to report the address or cross street and I don't always have the address number or the street designation whether it's a lane, road, drive etc. I don't have a map or gps so I don't always know whether the street is going north or south.	Sep 20, 2011 8:13 AM
260	DOES NOT SEEM TO GET ANYTHING DONE	Sep 20, 2011 7:00 AM
261	Replay said they'd get to it in 2 days (has been 10 days so far). Request #168956002. Have been keeping neighbors from parking on that side of the street...but it's getting hard after 10 days.	Sep 19, 2011 10:29 AM

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262	n one	Sep 17, 2011 10:24 PM
263	Everything is OK, but submitting a complain. I follwed instruction to copy a secret code, and it took several attempts (for no reason). It kept saying "incorrect", but eventually my request passed even with "incorrect" note. What is it? Bad programming. Even worse: your options for 1st question does not include "none", but this is my first time I use MC311--it means I've never used your site. And because your programm is so poor, I had to choose 1st option, even it is not correct.	Sep 16, 2011 5:39 PM
264	I don't care about the web site. I'm too frustrated at the bus driver who left me and others at the bus stop. He needs to be fired if he doesn't want to pick up passengers--the core is his damn job. Just quit and free us from your toxic persona.	Sep 15, 2011 7:10 PM
265	In completing the service request form, I was puzzled over what the difference is between reporting a problem versus requesting a service, as in the case of a damaged street sign in need of repair.	Sep 15, 2011 4:08 PM
266	On the Montgomery County government website, it is difficult to find the link or site to report a complaint on a housing code violation.This is my second time using it and again, it took me a while to get to the appropriate form.	Sep 15, 2011 1:41 PM
267	Finding the form that allowed me to report the incident was very painful. I googled "report traffic signal problem montgomery county" and ended up on the MCDOT page. The usability of this page (http://www.montgomerycountymd.gov/dirtmpl.asp?url=/content/dot/dir/pedsafety/reportproblem.asp) was awful. The problem categories listed under Step 2 are too long and don't include traffic signals. Buried at the bottom of the page is the line "For any MCDOT service request or complaint, call 311 (when dialing outside of the county: 240-777-0311) or submit via their website." Once I found the MC311 site it took me four more steps (1. click on "How to Create a Service Request", 2. search for "traffic signal", 3. click on "traffic signal timing and other issues", and 4. click on "create service request") to get to the form. The form itself was relatively painless, it took me four tries to get past the captcha. (Even though I was holding down the shift key to enter the uppercase characters displayed in the captcha it kept saying my entry was incorrect. I don't know why.) Miserable.	Sep 15, 2011 9:28 AM
268	I suggest that once a service request form is submitted, a printable copy of the form should be displayed to allow the submitter to maintain a record. An alternative would be to send an email record to the submitter. Another suggestion is to provide additional information when a service request is closed. Simply having "Status: Closed", "SubStatus: Complete", isn't sufficient. Thank you! Regards, Mike Baker	Sep 15, 2011 7:42 AM
269	Ice Cream!!	Sep 14, 2011 12:28 PM
270	I need more ice cream!	Sep 14, 2011 12:22 PM

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271	sdjklsd asjklsd asjklsd sjklfd sadjkl;sdj ksd jksdlj sdjkd	Sep 14, 2011 12:19 PM
272	I want ice cream!	Sep 14, 2011 12:04 PM
273	This is a great service	Sep 14, 2011 6:35 AM
274	The website was easy and well organized, now if the job gets I will be very happy!	Sep 12, 2011 5:36 PM
275	Verification code at end of form submission said it was case sensitive but changed everything to lower case automatically. Always said incorrect, hit submit anyway and it worked. Very frustrating and came close to quitting and just calling instead.	Sep 12, 2011 10:57 AM
276	I called in the first complaint. I have not seen any results. I typed in the case number and it showed nothing.	Sep 12, 2011 10:22 AM
277	Dont think the site is user friendly!	Sep 11, 2011 9:34 PM
278	I have been very satisfied overall. Thank you.	Sep 11, 2011 12:17 PM
279	Do a survey after someone files a complaint to see if the person is fully satisfied with the results.	Sep 11, 2011 10:32 AM
280	First the site erased everything I had typed in when an incorrect CAPTCHA was submitted then it insisted the CAPTCHA was wrong the next time even though it was correct and approved when I hit submit.	Sep 11, 2011 9:41 AM
281	Keyword search is a bit weak. Took two tries to narrow the search and find the right category.	Sep 10, 2011 7:19 PM
282	More keywords, or expanded links for keywords (e.g. bridge) may help focus consumer queries and increase satisfaction. I realize there has to be a balance between returning too much and too little; but searching on "bridge" only returns two hits.	Sep 10, 2011 1:00 PM
283	Not so easy to figure out to which deparment my request should go. 3 days to remove a huge rock from a driveway? Are you kidding? Somebody might get injured if it gets hit.	Sep 9, 2011 6:51 PM
284	Please suspend this system. It is too user unfriendly and generally is very difficult to report problems or service requests.	Sep 9, 2011 2:54 PM
285	I previously reported a bad pot-hile and it was repaired with in 24 hrs ! Awesome response! But..... The road really needs to br re-paved! Maybe one day! Mccomas, Jutland, and Bently in 20895	Sep 9, 2011 8:43 AM
286	Found MC311 through Google search for MC pothole repair. Great site!	Sep 9, 2011 7:19 AM
287	Good	Sep 8, 2011 4:14 PM

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288	When submitting form, there was a spot that asked for the captcha characters at the bottom - next to where I typed it, it said "Incorrect!" the whole time, even when I was right (Win 7 SP1, IE 8.0). Very confusing. Otherwise: This was my first visit (referred here by MCDOT as place to report problems). Looks very useful. I will definitely come here next time I want to start to help let our local gov't know of a problem. I am very happy there is a great place to alert people of an issue rather than grumbling that something is broken & we need the gov't to fix but they don't know about it.	Sep 8, 2011 8:32 AM
289	HAVING ONE NUMBER TO CALL IS A GREAT IMPROVEMENT.	Sep 7, 2011 3:16 PM
290	should not be required to fill out survey. When I clicked on exit survey (before filling out), the exit button did not work. had to fill out survey to complete task.	Sep 7, 2011 2:46 PM
291	Had trouble locating this website to report the problem	Sep 7, 2011 2:09 PM
292	Very happy to avoid making a phone call!	Sep 7, 2011 10:42 AM
293	The web is easier to use now. I tried using it in the past and it did not work for me.	Sep 7, 2011 9:19 AM
294	Website seems fine. Follow-through will be the test. Thanks.	Sep 7, 2011 8:04 AM
295	I have not received my answer yet, but it is relatively easy to submit a question. It will be helpful to give an approximate time of responses. Thanks.	Sep 6, 2011 4:11 PM
296	Dense/bureaucratic	Sep 6, 2011 1:59 PM
297	Whoever review the complaints needs more eager to fix the issues ASAP. It has been on going problems that in early mornings like 5:00 to 5:30 am, the buses are not very prompt timely. Often delayed 15-20 minutes or no show.	Sep 6, 2011 10:57 AM
298	I have reported dangerous pothole many times for the same pothole - for years - and it has never been fixed. Website is too restrictive - to report a pothole where there are no buildings - no street numbers - is not possible	Sep 5, 2011 7:00 PM
299	More easy to use than expected.	Sep 2, 2011 1:12 PM
300	I was unable to type uppercasse letters into the security code box! They automatically changed to lowercase. After trying everything I could, I clicked submit anyway, and the comment went through. I assume this is a glitch in your program.	Sep 2, 2011 8:53 AM
301	the problem isn't with the 311 site, but with the MCDOT site--they should have a link to report a traffic light problem on their "services" page, but they don't.	Sep 2, 2011 8:13 AM
302	Called non-emergency police # as instructed. Officer told me to call 311. Called 311. Got a "not a working number" message. Went back to Website. Noodled around until I finally found this site. Filled out form, which was very quirky. Had to go back to fill in according to weirdly arranged boxes, guessing all the while what they meant. Can't you make it normal? You'd get the same information.	Sep 1, 2011 4:55 PM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

303	if the "good neighbors" initiative is complaint driven AND the county wants success, then let us quickly post complaints. it would be great if the county enforced the rules. Many homes in Montgomery county are overrun, people living in tents, sheds and overcrowding. its ridiculous and I want to move somewhere else.	Sep 1, 2011 3:03 PM
304	The site needs improvement. It is not intuitive would be challenging for most to use.	Aug 31, 2011 8:38 PM
305	Please enable web submission for all problems, including a free-form text entry field for additional information.	Aug 31, 2011 1:57 PM
306	Clunky interface that rejects input without clearly indicating errors or where more info is needed.	Aug 31, 2011 8:27 AM
307	I had to submit the request two times. The first time, there was no indication that the request was processed. There is an error message beside the CAPTCHA code window that the code is Incorrect!, even before any information has been entered.	Aug 30, 2011 7:23 PM
308	requested service was only partially completed.	Aug 30, 2011 6:51 PM
309	need links on front page that we can just click when things like storm trees down. this can change when not needed any more. like today it would have been nice to have a link that put me right to mthe page that reported trees down on county property. 3 weeks from now you could remove it.	Aug 30, 2011 5:12 PM
310	I would prefer there be a directory of keywords or a list of forms made obvious in addition to the instructions to type a keyword into the search box. I originally searched for "pedestrian crossing" and found nothing, and only found what I was looking for after searching for "cross walk". If I had not thought of the synonym I probably wouldn't have been able to report the problem.	Aug 29, 2011 5:19 PM
311	Tree and tree limb removal should be easier to report online -- took awhile to find out how to do. Maybe put in main menu	Aug 29, 2011 4:31 PM
312	Much easier to report than I'd anticipated. Excellent service. I'll be thrilled if the pothole is filled within 4 days!	Aug 29, 2011 3:21 PM
313	This was an easy way to make a service request.	Aug 29, 2011 9:19 AM
314	I had several problems with the word verification bit on submitting a service request. I tried several times to enter capital letters (as is case sensitive) but they were converted to lower case letters, making the service request difficult.	Aug 29, 2011 8:28 AM
315	This is an effective service	Aug 26, 2011 10:33 AM
316	I think this is a great service and one does not have to hold on the phone until they find the right department	Aug 26, 2011 6:45 AM
317	Hard to really rate my satisfaction until I either receive a reply or notice that this	Aug 25, 2011 9:39 AM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

	driver is more polite!	
318	Tree trimming couldn't find under report, complaint	Aug 25, 2011 6:56 AM
319	I hope that the cross walk problem is taken care of. Then I will be very happy with the service.	Aug 24, 2011 10:49 AM
320	Difficult to navigate, among other things.	Aug 24, 2011 8:20 AM
321	i had a really hard time finding the dept of housing & community affairs to file a complaint on unregistered vehicles on property, i had no problem getting to DPS, but getting to HCA took a long time to get to..i knew it was there as i called 311 and was told it was ..took 30 mins to find the right place...almost gave up	Aug 23, 2011 8:59 PM
322	I prefer the email method of reporting. My sole experience with a live report was not satisfying. I reported an immediate road hazard on West Montgomery Avenue and the party stated the this was not County responsibility but did not offer to make a report to the state or the police. Also reported a traffic light outage and got the same response.	Aug 23, 2011 4:54 AM
323	This is a wonderful service provided by the county, if only it were more well known and publicized.	Aug 22, 2011 4:01 PM
324	Why don't you ask about the 'experience' with the persons at the call center...?	Aug 22, 2011 8:28 AM
325	I don't like this new complaint system at all. I have made 3 complaints to MC311 (over the phone) & on at least 1 occasion requested a call back. All 3 issues were closed & I was never contacted. I think that this is a system that allows Ride On Supervisors to avoid dealing with customers. We have valid complaints, and we deserve to receive a response, whether it's a phone call or an e-mail. I would like to be given a phone number that I can call on WEEKENDS & get an answer regarding Ride On Bus service. MC311 is only open Monday-Friday. This doesn't sit well with me because I ride the buses everyday. Someone should be available to take calls early in the morning Monday-Friday and on weekends, even if it's only one person. This website can't give me answers when I'm out waiting for a bus that didn't show up.	Aug 21, 2011 4:33 PM
326	Now, I want to make a second complaint, specifically regarding the MC311 Customer Service Website. It says that I will need to wait 7-10 days in order to get my complaint seen (not resolved, just seen.) I noted that the MC311 Customer Service number is never answered. I let it ring 50 times on two separate occasions. I will write a letter to the County Executive, because the county can save money by unfunding the MC311 Customer Service Number and Website. If it will not be answered there is no reason to fund it with taxpayer money.	Aug 19, 2011 12:10 PM
327	311 is a terrible idea. Further evidence of how this County Executive and Council have let the level of services and responsiveness deteriorate i.e. "Estimated Time to Resolve: 42 days" Really!	Aug 19, 2011 10:36 AM
328	I have no idea what the purpose of the site is and it is difficult to navigate.	Aug 19, 2011 10:00 AM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

329	Perhaps once the complaint is submitted there would be an opportunity to see and print it.	Aug 19, 2011 5:25 AM
330	Good overall but a reply would provide some acknowledgement of concern	Aug 18, 2011 7:14 PM
331	It would be really nice if I could have my personal information saved on the site, so i don't have to enter it every time. Also, it would be nice to have the option to "duplicate" a complaint or other request, so i don't have to constantly type in the same information if I am trying to submit more than one complaint about the same or similar things. Please consider these enhancements as i believe they will make the use of this site much better. In general, the response to the complaints that I have submitted are slow and inadequate.	Aug 18, 2011 9:05 AM
332	Lack of feedback ... when should I expect a response? If there is a known problem on the route, why not instant feedback?	Aug 18, 2011 6:56 AM
333	the complaint process (and finding the online complaint form) needs to be easier. In addition, concise and clear rules on what is acceptable in a neighborhood should be described. The county is having a problem with homes where 10 or more adults are living with multiple families, parking on the lawn, storing large trucks and equipment, people living in sheds, garages, running car repair, lawn service and construction companies. The county needs to enforce code and make it easier for "good neighbors" to report violations.	Aug 18, 2011 12:45 AM
334	It would be nice to get a response email. I complained before. I received no return email, so I will now take my complaint to a higher authority within the government. As im highly dissatisfied.	Aug 17, 2011 7:19 PM
335	HAVE REPORTED THE SAME PROBLEM ABOUT 25 TIMES WITH NO RESOLUTION.	Aug 16, 2011 4:06 PM
336	Okay at present. However, if corrective action is not taken in regards to the complaints, then it is useless.	Aug 15, 2011 6:51 PM
337	It took a while to figure out how to report a dead tree over the road, as the place kept insisting I needed a house number. I first tried calling 311 by phone last March, and never got any result, so this is a new attempt to report the same dangerous dead tree.	Aug 15, 2011 4:06 PM
338	With respect to my request the PEPCO connection is awful. The rsponses to my keypad entry are not in sync with the problem being raised	Aug 15, 2011 7:45 AM
339	I am distressed to see a 90 day turn around time on an issue I believe relates to public safety.	Aug 14, 2011 8:22 AM
340	the condition and use of property in many of our single family home neighborhoods continues to deteriorate. Houses with 8 - 10 adult males, dozens of cars, heavy equipment, junk and construction waste stored in yards and full blown industrial businesses are operating without the checks of our county officials. 311 needs to streamline the process of complaining about these problem homes, allow it to be anonymous, AND actually do something. The	Aug 12, 2011 8:07 PM

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	complaint, investigation and resolution process is broken. The offenders ignore the NOV and Civilian complaints, the county is overworked and cannot follow up. Crush this trend and return Montgomery County to its former premier status by using your teeth. Enforce code and levy fines. I'm a life long Montgomery county resident and you have failed to preserve a quality of life and high standard of education in our school systems...try to change it	
341	I put the wrong house number on a complaint I filed online and when I called 311 the the rep, Princess, told me it could not be retracted or corrected. I filed a second complaint with the correct house number.	Aug 12, 2011 12:49 PM
342	looked under file complant and potholes nore transporation are listed	Aug 12, 2011 8:30 AM
343	I have reported several issues with sidewalks in need of repair in our area. after weeks, nothing has been done	Aug 12, 2011 7:10 AM
344	This site and webforms are worse than the bus service.	Aug 12, 2011 6:22 AM
345	You should be able to attach a photo of violation if desired!	Aug 11, 2011 8:45 AM
346	All forms need the ability to mark requestor name confidential.	Aug 10, 2011 1:36 PM
347	I tried to search for info on my type of complaint and the search function was not helpful.	Aug 10, 2011 9:04 AM
348	Last month, I called 311 to reported a problem. A young man (probably new personal or summer help) did not know how to handle my reports, He needs more training to serve customers. The other case, I used email to report a damaged stop sign. Although, it said estimated time was 42 days, but it was replaced very quickly. Very impressed. Thanks.	Aug 9, 2011 1:36 PM
349	The website is fine, but the service of reporting status of service requests is ridiculously bad. I first reported a pothole problem in early May; it has been reported as In Progress-Assigned for over three months now with no indication any work will ever be done (no road markings). That makes the status request service virtually worthless!!	Aug 9, 2011 9:39 AM
350	7 - 10 days to respond to a customer questions or issue is way to long.	Aug 9, 2011 8:12 AM
351	Thanks for the website and function for reporting a problem in rental bldg.	Aug 8, 2011 9:23 PM
352	Thank you for making it easy to report housing code violations. This house is a blight on the neighborhood and needs to be dealt with.	Aug 8, 2011 7:32 PM
353	Very helpful website. Great to be able to file a complaint online. Thank you.	Aug 8, 2011 8:47 AM
354	As General Manager of Waters Landing Association this will be my first on line report. I have utilized the call in system since it first started and I have been very satisfied with the out come and communication from the inspector. I look forward to the on-line communication being as successful.	Aug 7, 2011 4:52 PM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

355	Why does the security code at the end of the form show capital letters but when the user enters the letters, they show up as lower case. This is rather confusing.	Aug 7, 2011 4:13 PM
356	Site is not particularly usefriendly for finding where to report a sidewalk repair needed.	Aug 7, 2011 1:06 PM
357	Need more options to report	Aug 7, 2011 12:39 PM
358	Using this forum was not easy. One of just many examples is stating the time of the incident. You should use AM and PM, not military time, or at least give an advanced warning stating that military time is the use for this forum.	Aug 6, 2011 9:00 PM
359	No one seems to know who to contact or how when I call in very bad service	Aug 5, 2011 9:45 AM
360	- The address section of the form does not include quadrants for Washington (e.g. NW). - The captcha at the bottom of the form reported "incorrect" when the item had been typed correctly. I refreshed the captcha several times, then gave up and submitted the form, which worked ok.	Aug 5, 2011 7:07 AM
361	Too hard to find the correct content for the department to fix a pedestrian crossing sign. Most people don't know whether their street is a state road or county road. The application should let you put in your street and then it will tell you.	Aug 4, 2011 6:02 PM
362	The 311 telephone staff do not always give correct answers and are not prepared to give specific information regarding issues such as Tax Bill mailings. I cannot address the Web Site comments yet, but the telephone staff needs training.	Aug 3, 2011 7:23 PM
363	Inspectors have been very prompt in addressing issues. Follow up has been very good.	Aug 3, 2011 8:18 AM
364	I made a complaint about poor driver behavior and the driver giving my son and I the middle finger after he cut me off. Never heard a word and status when I go to the website is satisfied/Closed? WHy? This is not how problems should addressed. No calls/ emails or any communication what so ever. I even have a picture of the driver and nothing has happened. Very poor service and shows a total lack of disregard for customers let alone safety.	Aug 3, 2011 7:28 AM
365	The website is fine. Now we'll see when the work gets done.	Aug 2, 2011 3:24 PM
366	Every department refers me to another department, and I get nowhere at the end of the day.	Aug 2, 2011 11:51 AM
367	none.	Aug 2, 2011 9:18 AM
368	this is the greatest site ever.it answer all my questions.i have told my friends all about this site.now some have used it.	Aug 1, 2011 7:07 PM
369	Great web site!	Aug 1, 2011 8:11 AM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

370	Field prompts on the 311 input form for a residential complaint are too many and not all intuitive. Should provide mouse overs or links beside prompts to provide explanations.	Jul 28, 2011 9:14 PM
371	Web site is difficult to find information because it is cluttered and not place in good categories. I logged on to file a housing complaint that said on the web site would be kept confidential. There was no place on the complaint page that allowed me to indicate that I wanted the complaint to be kept confidential.	Jul 27, 2011 5:20 PM
372	when typing in the pass word, which stated case sensitive, I typed in the upper case lettering and lower case lettering appeared, very confusing and disjointed.	Jul 27, 2011 11:44 AM
373	I reported the missing metro bus/Ride-on bus stop signs at the north bound of Georgia AVE and Emory Lane. But after my report sent more than a month, I have not seen any improvement.	Jul 26, 2011 2:24 PM
374	This website is only effective if there is a timely, resolution to the problem.	Jul 26, 2011 12:49 PM
375	This is a great service!	Jul 26, 2011 8:36 AM
376	It's a good web-site for answering questions about the county, but what I like best is that you can still call if you can't find what you're looking for.	Jul 25, 2011 3:28 PM
377	No Thanks	Jul 25, 2011 3:10 PM
378	The web site is fine, I don't know if the response will be as thorough as I have just reported it today.	Jul 25, 2011 10:17 AM
379	Please provide a map to make selecting street locations easier	Jul 23, 2011 10:33 AM
380	Site sucks	Jul 21, 2011 4:09 PM
381	I used the website to find information about a Ride-On bus that did not come this morning. There is some VERY limited information about a bus route change (Ride-On 33) that seems to be posted either three hours after the bus failed to show or about an incorrect start time for the detour (12:04 pm) but there is absolutely no information on HOW LONG the detour will be in effect. It's useless for trip planning for commuters.	Jul 21, 2011 11:49 AM
382	Although contact information is requested, there is often no response advising of the investigation of the complaint.	Jul 21, 2011 7:56 AM
383	The website is fine. If you could get the RideOn customer support folks to respond to complaints, and possibly even try to resolve the service issues, that would be even better.	Jul 21, 2011 5:44 AM
384	this is a second request for road repair at a dangerous intersection.	Jul 20, 2011 10:02 PM
385	These lights have been reported several times before - this is another attempt to get them fixed so they don't burn continuously.	Jul 20, 2011 1:35 PM

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386	I used the web site because the 311 operator who took a complaint and ultimately issued ref # 162561379 was so hostile toward taking the complaint. The website would not allow upper case entry on the scrambled code at the end of the visit but did take the entry as a lower case. The 7-10 response time is unsatisfactory.	Jul 20, 2011 1:29 PM
387	tHE DIRECTORY IS SOMEWHAT CONFUSING, UNTIL YOU KNOW WHICH DEPARTMENT DEALS WITH YOUR QUERY.	Jul 20, 2011 8:57 AM
388	My topic wasn't address after I typed in the "search" engine...	Jul 19, 2011 10:30 AM
389	I have to dig through WAY too many menus AND know the correct department in the first place to file on-line...AWFUL!!!!!!!!!!!!!!	Jul 19, 2011 10:26 AM
390	ONE COMPLAINT FORM FOR ALL DEPARTMENTS, on the homepage, which is then routed to the correct department.	Jul 19, 2011 10:24 AM
391	Make it easier to request service/file complaint. I should have to know WHICH department I need to go to to go through FOUR more menus to file the complaint. LIKE 311, it should be ON the homepage for ALL departments. ONE FORM! Fill out the request/complaint, then it is routed to the correct department.	Jul 19, 2011 10:22 AM
392	If this results in the potholes being filled, it is a user-friendly service. Thx!	Jul 19, 2011 8:43 AM
393	Very confusing web site..	Jul 18, 2011 2:55 PM
394	Have complained about the same issue numerous times thru the web site to no avail. Problem reported persists with no resolution and no feedback from MC Ride On Bus services.	Jul 18, 2011 1:10 PM
395	A live chat functionality will help a lot	Jul 17, 2011 9:01 PM
396	Confirmation says 5 days to review my request. Your 'reporting dead county tree' page says up to 3 months for arborist to visit. Sooner would be better as in the fall, there'll be no leaves. Now, you could see which tree branches are alive and which are not.	Jul 17, 2011 7:28 AM
397	I don't understand why the pothole repair request site asks me to describe the size of the debris. I think this form should be updated to ask the user to describe the size and depth of the pothole.	Jul 16, 2011 2:04 PM
398	I have had reasonably good success using the 311 Web site, but it can be challenging to find the correct search terms to enter, and to find an applicable search result. One recent search I made was for "rv parking" and one search result did provide some information, but I needed to select the search result "Commercial Motor Vehicles Parking on Residential Property" to find a mention of RV parking. Searching for "boat parking" returns no results, whereas "boat" does returns a reference to boat storage on residential property. However, the result description mentions only the possibility that a boat is in a bad state of repair, or the trailer unregistered. I think that the new law limiting residents to "one RV per property" applies to boats and other recreational equipment on	Jul 15, 2011 11:40 AM

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	trailers, but that is not mentioned. I hope that these examples help. ----- -----	
399	Make sure that your staff is always friendly over the phone, please!	Jul 14, 2011 6:59 PM
400	We will see how well the web site works when seeing when and if the issue is resolved.	Jul 14, 2011 1:33 PM
401	Previously submitted a report of a streetlight pbIm on July 12 (160281703). The light is still out and when I checked the status of my case, it is listed as closed.	Jul 13, 2011 8:38 PM
402	The Web is great! The problem is that the offices getting the complaints do not seem to do anything with the information. The relighting of street lights in Germantown is so difficult. I have put in many repeated requests for service and the lights do not get fixed. I would give the county a failing grade for follow-up and for getting results. Check with your system on how many times I have put in light request for service repairs. I asked for construction warning signs to be removed months ago and the signs are still there even though the construction has been done for a year. I reported dead trees on the Germantown county roads and not one tree has been removed. It has been at least a year when I asked for such service. I am sure the county has put some funding into this process, but you need to get the units that are to do the work to get it done.	Jul 13, 2011 12:15 PM
403	It is unclear if you are sending a complaint to the right department or area.	Jul 12, 2011 9:39 PM
404	When using the service do determine services near a location - it lists the buses which visit a stop as "undefined". There is NO WAY TO REPORT SERVICE FAILURES OF THE WEBSITE on your site. It has been a week and you probably don't even know it isn't working because there is no way to contact the webmaster - no matter how well designed your website, if you can't report an outage it is useless.	Jul 12, 2011 1:50 PM
405	it's ok, but 200 characters is short for a complaint.	Jul 11, 2011 3:00 PM
406	Wow, well done site!! Very easy to do what I needed to do.	Jul 11, 2011 1:05 PM
407	first session using website didn't work -- couldn't send	Jul 11, 2011 7:41 AM
408	none	Jul 9, 2011 9:23 PM
409	I reported a pothole and it took several tries to finally get the information through.	Jul 8, 2011 7:59 PM
410	none	Jul 8, 2011 5:38 PM
411	That stupid security code is arcane and obtuse. Sometimes the letter is so 3-D skewed and difficult to read. I see quite well. Imagine how torturous it is for a senior citizen with challenging eyesight. And we have to enter 3-4 tries before it takes, if at all. Once I just gave up. This is awful!	Jul 8, 2011 4:51 PM
412	MCDOT link to MC311 is invalid	Jul 8, 2011 3:27 PM

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413	To start these fields above are BLANK Service Request Number is: Status: I submitted a request last year and heard nothing It would be better/easier if I could take a picture with my cell phone and submit it. Other counties offer this, in addition to making it easy on us it also gives you the GPS coordinate of the issue.	Jul 8, 2011 7:46 AM
414	I do not trust Inspector Aldout with his decision or views. Thanks	Jul 7, 2011 9:17 PM
415	I made my initial request 24 hours ago and received no response. The website gives the generic message that my issue will take 30 days to resolve. There is a huge pile of trash outside a vacant house across the street; it is attracting animals and needs to be cleared as soon as possible.	Jul 7, 2011 6:14 PM
416	I appreciate that the county has this site and have found the county to be very responsive.	Jul 7, 2011 3:59 PM
417	The Ride On Bus complaint form is plain stupid. All required info should be asteriked -- not some asteriked and some mentioned in the paragraph at the top. Who the heck gets all this info anyway? And what is with the codes?? Most are unreadable!!! But the biggest problem is that the page often simply does not submit when the submit button is clicked. It just took me 30 minutes to submit a breif complaint that I actually typed up ahead of time in a Word file in less than a minute --- I've just had the page open and been re-typing and resubmitting the same info. The form and functionality of this page really needs to be improved. Then service: will I actually hear from you guys? Doubt it. I have used this site twice before (one complaint, one compliment) in the last year and NEVER was called! BTW when you update page --- please make it easier to submit compliments! And **do** add a 'contact us' on the home page for 311 --- when having trouble with this page today I wanted to let someone know it was not responding, but no way to send message!!	Jul 7, 2011 9:17 AM
418	Dear Webmaster, This is the worst website I have ever used. It took me 30 minutes to report a problem that would have taken me 5 minutes in a website that was geared towards users. I know that sometimes the functional teams DON'T understand what users need. ****I suggest that you and the developers try submitting a complaint on this website to see how poor this site is ** First of all, the fact that you need to enter an address is ridiculous. If one is submitting information on a complaint on a bus driver, the note section would have the relevant information. FURTHERMORE, I tried to enter an address in Montgomery County and it wouldn't accept it. Furthermore, there shouldn't be a 2,00 character limit, sometimes one needs more space to detail an issue. Furthermore, the verification letters are Cap sensitive? Are you serious? People are trying to report and incident, and then they keep entering the verification letters, and since number one and letters (i) and (l) are similar the website will not let the person continue. I had to try the verification words 10 different times. THE ONLY WAY that we can improve any government is by letting its citizens report how any issues. THIS WEBSITE makes it near impossible for one to do that. Imagine how much more information you would have if more people were able to report issues. Imagine all the people that get discouraged and just give up. Thanks!	Jul 6, 2011 12:27 PM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

419	site seems straightforward, hopefully its use will lead to solving my problem	Jul 5, 2011 12:37 PM
420	I would to find the correct department to trim tree branches blocking the traffic lights @ N) Connecticut Ave at Independence St. Pilot1jt@gmail.com Thanks JT	Jul 3, 2011 11:46 AM
421	Pretty simple to use. Information a bit hard to find but that is also due to the large amount of possibilities.	Jul 1, 2011 1:43 PM
422	I'll respond once I've had a response to my inquiry~	Jul 1, 2011 11:52 AM
423	I think the reported 42 days required to repair a parking restriction sign near the driveway to my building at 614 Sligo Avenue is much too long and will allow people to park dangerously close to the driveway exit with impunity. I was told flatly by an office this evening that they cannot enforce parking without a posted sign. So while we wait, everyday someone has to drive blindly into the street and hope no one is coming too fast.	Jun 30, 2011 7:57 PM
424	not the easiest web site to navigate -- i just care to get my problem fixed.	Jun 30, 2011 12:00 PM
425	this site has decent search engine. the general county one though took work to identify the mc311 site as the one i needed.	Jun 29, 2011 11:34 AM
426	79 is not reliable and your system is worthless as nothing is ever accomplished or resolved by submitting a complaint. Typical government agency and underisable results. Never using this route again as I was 1 hour late to work today and this is not the first time!	Jun 29, 2011 8:00 AM
427	79 is not reliable and your system is worthless as nothing is ever accomplished or resolved by submitting a complaint. Typical government agency and underisable results.	Jun 29, 2011 7:48 AM
428	I use it to report Ride-On issues. There used to be a separate Ride On complaint form, but this appears to have replaced it. Now that I have figured the system out, it is satisfactory, but I'm not sure it's as user friendly as it could be.	Jun 28, 2011 8:40 PM
429	The twisted letter codes were hard to read so I had to ask for new codes several times before I could read the twisted letter code on my 15 inch laptop computer. Undoubtedly my aging eyes made teh site hard to used.	Jun 28, 2011 12:28 AM
430	I never got any kind of outcome from the service. Looks like they never listen to the customers. Only listen to the drivers. One driver told the passengers that MC311 will not listen to us, they will listen to the drivers. There is no use for this service if they don't listen to the customers.	Jun 27, 2011 11:07 PM
431	It was great, the only problem that I had was to ad the address I had to try several option for the form accepts the correct one	Jun 27, 2011 9:52 PM
432	1. It would be better if we could report multiple potholes with one request instead of having to enter all the information for each pothole. 2. The letter and number codes that have to be entered before submitting the request were	Jun 27, 2011 7:45 PM

Page 2, Q5. If you would like, please take a moment to provide any general comments on your experiences with the MC311 Customer Service Web Site.

	frequently impossible to read.	
433	The web site is fine. I would just like to see you follow up on the complaints. We have terrible service on #44, with the bus frequently not showing up. But I don't even bother to report it most of the time because you never seem to do anything to fix it.	Jun 27, 2011 7:30 AM
434	This website means nothing if you don't do anything when complaints are sent to you. Resolutions take entirely too long.	Jun 27, 2011 6:48 AM
435	I just reported the porblem so will not know how well this service works until it's removed.	Jun 24, 2011 4:53 PM
436	Just please do something about my ride on bus compaint.	Jun 24, 2011 8:12 AM
437	Filling in the complaint form was a big confusing.	Jun 23, 2011 5:15 PM
438	do so many people make troublesome use of site that you have to have the cumbersome, annoying hoops to jump through. thanks for making it possible to report pot holes on second ave. why did you decide not to use the name of street sign. second on the street sign but program won't accept second.	Jun 23, 2011 11:42 AM
439	It is difficult to find things that should be simple to find. I wish I didn't have to visit so often but my bus doesn't show up from 20-40% of the time.	Jun 22, 2011 11:40 AM
440	The purpose of 311 and MC311 is to prevent anybody from getting any real useful information. It sucks.	Jun 21, 2011 5:19 PM
441	Finding and using the system to report a complaint was rather difficult	Jun 21, 2011 4:54 PM
442	The response time of 7-10 days is way too long. The last time I filed a complaint about the Ride On bus service, the response I got was unsatisfactory and did not address the issue, including poor behavior from Ride On bus operators.	Jun 20, 2011 2:34 PM
443	Why is it so hard to get a complaint through to DHCA? Why are complaints not acted on by DHCA? Why does it seem that DHCA is overly sympathetic to the violators and not helpful to communities?	Jun 19, 2011 5:24 PM
444	It's very difficult to find the correct department for a specific problem. The search box doesn't work very well at all. It's actually a very frustrating experience. When I call, I get prompt responses and terrific help. I wish the web site could be half as helpful as people!	Jun 17, 2011 5:42 PM
445	Not sure if I contacted the right department as the sidewalk repair is not concrete, but brick. Thanks.	Jun 17, 2011 12:57 PM
446	Previous service request did not resolve the issue.	Jun 17, 2011 10:17 AM
447	This is an excellent idea and service. I made a previous request to "fix" a broken flashing school zone sign on Tilden Lane, that was broken for the entire year. It was fixed immediately after I contacted MC311. Thank you and the	Jun 16, 2011 9:19 AM

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	neighborhood thanks you.	
448	It appears that if one does not know the magic words to search for something, one will spend a lot of time looking for a clue that will lead to the correct department. Also, I started at the "good neighbors" site. There should be links to each of the agencies or departments responsible for handling the complaints that one is trying to report. Thank you. Ellen Pairo	Jun 15, 2011 4:13 PM
449	I have commented before, and nothing has changed for the better. This survey is nothing but a bad joke.	Jun 15, 2011 6:10 AM
450	None at this time. Thank You	Jun 14, 2011 6:58 AM
451	Experience would be even better if a response was provided to the complaint	Jun 13, 2011 8:48 PM
452	General Comment: I reported Bus #36 not showing in A.M. of today June 13, 2011. The message advised I would hear back in 7 - 10 days. That seems quite long to me. Regardless, the most important thing is for Ride On to provide reliable bus service. Thank you.	Jun 13, 2011 11:34 AM
453	would like to see if the county takes care of this abandoned property before I respond thank you	Jun 11, 2011 6:14 PM
454	It should be easier to send an email since I can't phone 311 from work.	Jun 10, 2011 10:51 AM
455	The feedback portion of the site is quite nice, though a bit stiff in its requirements for addresses -- you should include Metro stations as an alternative to street address. You need to update the bus schedules on Ride On site to reflect the same times and location the drivers are actually observing (please see Route 32 as an example).	Jun 10, 2011 10:24 AM
456	I had to read through information. What I do not like about the site is that information is categorized in certain areas, or grouped. Therefore, when searching, made it simpler for me to find what I was looking for.	Jun 10, 2011 7:17 AM
457	My satisfaction with my use of the web site will be determined by how soon I get a response to my complaint.	Jun 9, 2011 5:42 PM
458	Bad site design and look and feel.	Jun 9, 2011 11:51 AM
459	Previously I tried to enter a complaint and it would not record it. I had to navigate away from the site and then come back and enter it again...still some bugs here, obviously.	Jun 9, 2011 11:02 AM
460	Excellent use of web and always receive prompt response from agency contacted	Jun 9, 2011 8:08 AM
461	Reporting a no show on a bus, the street option asks for a building. What sort of building and where?	Jun 9, 2011 6:42 AM
462	It took me 8 times entering input validation codes before one took. That is	Jun 8, 2011 11:09 AM

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	unacceptable and a cause of concern. Does this feature add some security measure that isn't intuitively obvious?	
463	I think the site tries to be all site and this causes some confusion. When reporting a pothole repair a block for "building #" is a required field. Maybe "address #" would be a better or needed choice. Also in the Additional Information block there is a request for Debris Pickup. Maybe that would be better in it's own block. That being said I do think you do a good job on pothole repairs. Thanks	Jun 8, 2011 10:50 AM
464	Once you file a complaint with 311, you receive a confirmation # on the screen and an confirmation email, but no information about your complaint. If you happen to file more than one complaint, there is no way for the filer to know which complaint # corresponds to a particular address/problem, etc. The people who follow up on the complaints do not use the complaint # and instead use the address, so "you have no idea what they are calling about. Also, the departments assigned will mark the tickets close as soon as they are assigned, even though nothing has been done to address the problem. Often When the filer calls 311 to follow up, the operators then inform them that the matter has been closed without anything being done.	Jun 7, 2011 11:01 PM
465	The site is difficult to access and use. It seems to fail its purpose. There is no response.	Jun 7, 2011 2:14 PM
466	a bit confusing using web page to report a problem due to the letters needed to add at the very end, it would more convenient to users if that step is eliminated	Jun 7, 2011 8:53 AM
467	Some of the security codes are hard to use, otherwise worked allright.	Jun 7, 2011 1:14 AM
468	Please provide bus arrival status to nextbus so that riders can get real time accurate estimates	Jun 6, 2011 6:27 PM
469	Thank you for being there.	Jun 6, 2011 3:08 PM
470	thank you for all your hardwork!	Jun 6, 2011 3:01 PM
471	Bring back old comment forms for Ride-On. It seems that the MC311 system is making it hard to hear back about complaints and/or comments on Ride-On.	Jun 6, 2011 2:00 PM
472	Finally I was able to report a neighborhood problem very easily with this system. Prior to this service I had no idea how to do this, and was frustrated trying to find information. Thank you for making this easy!	Jun 5, 2011 4:44 PM
473	Although the web-site is easy to use, my overall experience is very unsatisfactory, because I reported the same problem last month, and it has not been resolved nor have I gotten any response or acknowledgement of it.	Jun 5, 2011 12:43 PM
474	put tall grass on the front page or what ever the hot topic for the season.	Jun 4, 2011 2:43 PM
475	why does the pothole repair service request ask for location of "debris"? That makes it sound like it is the wrong page for reporting a pothole.	Jun 4, 2011 10:34 AM

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476	I put the SR in in the morning to DOT to repair some erosion along the roadway by my house. I expected it to take weeks but was completed the same day. Thanks.	Jun 3, 2011 9:44 AM
477	It sure beats wasting time on the phone just to report potholes that need filled, thanks !	Jun 3, 2011 6:58 AM
478	I had to enter the security code to submit several times. That was annoying.	Jun 2, 2011 11:04 PM
479	Have more genral online complaint forms. Als, contact us icons goe each/every Montgtomery County agency-citizens want transaparancy, accccountability	Jun 2, 2011 11:41 AM
480	We love the Route 70 bus, but no A/c on hot days is unacceptable for the long ride at the price we pay. Hopefully, by submitting a complaint on the website we can receive buses for the Route 70 run that have functional A/C	Jun 2, 2011 7:03 AM
481	This has made it very easy to deal with a serious problem that has been very difficult to deal with, "in person," with the individual who is the subject of the complaint. I am very pleased that my name will be kept in confidence, and that someone will look into the nature of the complaint. I was encouraged to contact you by a member of the Montgomery County "Park Police." I am speaking for several other neighbors as well. The point has come for some action to be taken. Things have greatly deteriorated in the past year. It is good to know that one can submit such complaints so easily and quickly. Until today, I was not aware of this page.	Jun 1, 2011 11:02 PM
482	Better options...ie listing Transfer Centers and not having to locate required specific info. Good idea, not so good execution of idea	Jun 1, 2011 12:20 PM
483	Good service. I like it.	Jun 1, 2011 11:59 AM
484	Placing a request show be a simple click on button on your home page. Instead you access a request form though a "How to" link. In the request form for services on a road, on of the required fields was the building number. This request did not involve a building but a stretch of road about 1/2 mile long, so in order to submit the request I had to look up the only business with an address on that road. I also use 311 via telephone and was told my original request was completed, which it was not. The 311 person told me it was completed on 311's end, but not theirs (who?). She said she could give me know further information since 311 listed the status as complete. I ask how I could find out the status and she said I should keep checking back with 311. This doesn't make sense. T The 311 employee was rude and unprofessional.	Jun 1, 2011 9:53 AM
485	When a service request is closed, it would be beneficial if an email was sent to the submitter notifying them it had been closed and who to contact if they still had questions about the matter.	May 31, 2011 4:05 PM
486	Name and email should not be required on confidential complaints	May 31, 2011 10:35 AM
487	Name and email should not be required on confidential complaints	May 31, 2011 10:33 AM

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488	Unclear how to file a report; should have a "file a report" link listing options rather than just a search box.	May 31, 2011 7:43 AM
489	very difficult to find the link for reporting a dangerous county tree situation - it is an emergency , but not one for the police. We need to be able to report the tree damage and get an e mail back and a precise time when someone can come to take care of the problem	May 30, 2011 3:03 PM
490	Need a separate Adopt a Road key word search acceptance	May 29, 2011 8:58 AM
491	The form should allow for you to pick or enter a metro station instead of having to enter the address. Having to locate the station address made the process longer than it needed to be. It also shouldn't require a last name	May 28, 2011 7:41 PM
492	After the storm this past winter, I received prompt response from MC311.	May 27, 2011 1:31 PM
493	It takes many attempts to submit a request even if all information entered is correct. I was trying to submit street repare request at the intersection of Stoneridge and Garret Rdives, but was not able to do that until I changed it to teh intersection of Garret and Stoneridge (teh system was not accepting the streets in other order)...	May 27, 2011 9:19 AM
494	It was very hard to find the information that I had a question about, which involved unregistered cars.	May 27, 2011 8:00 AM
495	I used this site to express a compliment about one of your bus drivers. However, the site repeatedly rejected the address I put in. I had to go to the trouble of looking up the specific car dealership in which the incident occured. The site would not allow me enter an intersection. It kept stating the site "could not find my address". Please make your street codes intuitive. For example I tried to put in "Rockville Pike" and I notice that you have "Pike" abbreviated as "PIK". Why not just include the "e" at the end of Pike, since you had other 4 digit street codes. Well, after much effort, I was able to submit my request. However, this took an extra 15 minutes of my time. Not happy.	May 25, 2011 8:20 AM
496	I had alot of trouble filling out the complaint form for a metro location. I struggled to find the correct address the program would accept. I had trouble reading the code that I needed to type in to submit the request. It took me 30 minutes to complete the one request.	May 24, 2011 8:51 PM
497	It took me a very long time to find the link to register a complaint about a disabled, unregistered car in my neighborhood.	May 23, 2011 2:09 PM
498	I tried submitting a housing complaint using Firefox and it would not work. I had to do the thing over again using IE. Also, there is built-in rigidity in the input form. I wanted to indicate that the address of the property is 8605-8607 Flower, but the form would not accept the hyphen (the building is a duplex) or the second address number	May 23, 2011 1:24 PM
499	Was user friendly and easy to get around.	May 23, 2011 11:40 AM

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500	After submitting a work order for pothole repair, the user should have the option to enter another repair order, go else where on the MC site, or to leave the site. Currently, another work order cannot be submitted without going to the submission form from the Home Page -- it makes using the pothole site cumberson and does not provide efficient service to the County resident or other users.	May 23, 2011 8:14 AM
501	no problems!	May 22, 2011 11:02 PM
502	Need a massage when you call 311. Especially on the weekends when the bus do not show up or if they are running late. That is unacceptable. It is not running efficient enough. I have a schedule to meet especially when I have to be at work on time.	May 22, 2011 9:08 PM
503	Why tell me that this will be resolved in one day when DHCA takes two to three weeks to even send someone out to verify a problem? DHCA then takes 30-90 days to work on it and may, just may, resolve the problem.	May 22, 2011 7:18 PM
504	All of my service requests from this site have been handled in a timely manner. thanks!	May 21, 2011 11:27 PM
505	Happily, someone had provided me with a direct link to the area that I needed, so I didn't have to go looking for the right place to address my concern.	May 21, 2011 8:07 PM
506	The repairs are not being done properly, but this is not an MC311 problem.	May 20, 2011 12:36 PM
507	I am alarmed that it will take up to 15 days to resolve this issue, as it is a health hazard, and should be dealt with immediately.	May 20, 2011 12:05 PM
508	Search function leaves much to be desired Please provide a direct link to a complaint page rather than having to drill down and then cross over between the main page and the agency page	May 20, 2011 6:41 AM
509	It was not easy to find the customer service web site. I had to search quite a bit. Maybe if you made links more readily available on, for example, the Dept. Highway Services or the page that popped up when I searched for tree removal, it would be better.	May 19, 2011 7:47 PM
510	I'm curious to know how long it will take for a response. The site was very easy to use.	May 19, 2011 6:12 PM
511	i was impressed how easy it was to report a pothole. I hope it is fixed soon :)	May 19, 2011 5:46 PM
512	CAPTCHA at the end of the form is very hard to read. It took me 4 trials to get a readable one. My recommendation will be to get captcha images that are more easily identifiable.	May 19, 2011 9:33 AM
513	Please have an option to request a complaint for residents who did not obtain a permit before install a new shed or trees. There are residents who put their shed/trees so close to their property line that the mowing company end up mow their neighbor's yard. We really do not appreciate their free service.	May 19, 2011 8:14 AM

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514	Fine. Now let's get the problem fixed.	May 18, 2011 10:34 PM
515	I don't like that it's a hunting game to find what you are looking for! I don't like that when I try to call and office...I get 311, who usually doesn't know the answers to my questions and have to fill out a form for my request...I hate 311. Many of times that I have called...they gave me the wrong phone numbers! A waste of MC Gov money.!	May 18, 2011 3:03 PM
516	Can no find who cuts park grass !!!!!!!!!!!!!!!!!!!!!!!	May 18, 2011 2:00 PM
517	The 311 service would be improved if it tracked problems from begging to end, rather passing them to others and closing the ticket, and rather than asking the user to call another agency.	May 18, 2011 11:19 AM
518	Could not enter a service request for tall grass and inoperable vehicles for 10501/10507 Overlook Drive in Silver Spring. Tried 10-15 times and it would not accept the address. You need to check how the address checking/confirmation works!	May 17, 2011 8:03 PM
519	It is not easy to find specific complaint contacts area. The captchas are too hard to read.	May 17, 2011 7:23 AM
520	it is so frustrating that program will not recognize Second Ave. or 2nd Ave. when there are so many potholes on 2nd Avenue. When I have tried to find information on site, very difficult. I don't see it as a tool I would use again for information.	May 17, 2011 7:23 AM
521	I can't give any comment until I have any answer for my request	May 16, 2011 11:36 PM
522	Information here is quite broad, and it is not easy to find information about a specific topic easy.	May 16, 2011 4:12 PM
523	Glad to have the service option.	May 16, 2011 9:11 AM
524	A complaint I filed on May 3 2011 with 311 online was given a RF # 199958681 . When I tried to call the number 240-777-6300 on May 16 at about 8:45am I was answered by a person whose name I did not understand and she said she could not help me . I called back at about 9:00 am same number same day a Rebecca Hudson answered and was very professional and helpful in her action in helping me , the kind of person that you need in answering help phones for 311 . I would give her a 10 out of 10 for the way she handled the time with me. Thanks Rebecca , Phillip Feliciano	May 16, 2011 8:59 AM
525	You made it so much easier to find information about the county. I am on our Homeowners Association Board, and included the new site info in our newsletter. I have called to ask questions, and today submitted a request to the DCHA through the site. Thank you!	May 14, 2011 10:59 PM
526	Recently, I have received very poor service from MC 311 by phone. I am not all satisfied with this 311 service by phone and that is why I am now using your website. Armen A. Sahagian (8900 Walden Road, Silver Spring, MD 20901); 301-770-8765; register39@verizon.net	May 12, 2011 3:31 PM

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527	Would love to see an Application that could take GPS reading and send it to the County when there is a problem.	May 12, 2011 10:05 AM
528	Often I have trouble figuring out how to file a complaint (such as down street sign), but today's experience was easy (reporting tall grass)	May 11, 2011 7:21 PM
529	The web site is OK, but the problem I keep complaining about does not seem to get fixed. I'm beginning to suspect that the responses to my complaints are generated by bots and no one is really there. Is there really someone there?	May 11, 2011 5:53 PM
530	I hope someone will contact me; previously I contacted you by phone but was unable to get anyone to follow up. Thanks.	May 11, 2011 10:25 AM
531	Your first question should also include NONE as an answer.	May 11, 2011 10:06 AM
532	I want to take another survey in 5 business days after the service request has been looked into.	May 10, 2011 4:26 PM
533	Don't make me guess what you consider required fields.	May 10, 2011 3:02 PM
534	Locating the online complaint form was difficult. The form should be easily accessible. Thanks	May 10, 2011 2:08 PM
535	Very easy to use. Now I will wait to see how long it takes to get problem resolved.	May 10, 2011 10:27 AM
536	Found it very easy to use. Thankyou!	May 9, 2011 6:09 PM
537	tall grass form link put on home page	May 9, 2011 5:42 PM
538	I wanted to request that my name remain confidential but saw no way ro request this as in the past.	May 9, 2011 11:37 AM
539	the encrypted confirmation codes at the bottom of the request are not easy to read. I had to go through four of them to finally get it correct	May 9, 2011 9:22 AM
540	Information was buried deep in the site. Site is not intuitive at all. Clearly it was written by those inside the gov without aid of "residents" because the thought flow of the site is geared toward having a previous knowledge of the goverment set up.	May 6, 2011 10:11 AM
541	I called a 311 operator to get information; I used the web site to file a complaint. THANK YOU.	May 5, 2011 10:26 AM
542	Part of its user-unfriendly nature is the fact that one can not press the "back" button in one's browser to return to the screen with information filled in. I often sent a couple days of complaints at once, and many of the particulars are the same. It would be easier for a user to be able to return to a screen, or save a template thereof, and just fill in the details of a particular complaint. Also, it is silly to require a name and e-mail address. You do not need to know my name, and I'm reporting problems, not expecting a reply. The reply is never more than	May 5, 2011 7:50 AM

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a perfunctory "oops", or a statement that in ride-on's Orwellian use of the English language, a bus is not "late" unless it is at least 10 minutes late. When one is standing there in the dark, in the heat, in the cold, in the rain, in the snow, or even on a pleasant day, "late" is "late", and as far as I am concerned, if a bus is 5 or more minutes late, it is worth reporting.

543	I believe that you modified the ride-on complaint system to make it more difficult to use, presumably to discourage people from filing complaints. For example, having to remember if a road is "Road", "Street", "Drive", or "Lane" is sometimes a pain - I know the name, just allow the name. In the old system, I could identify the intersection in question in the text entry. Also, a late bus may originate at a metro station, but one has to specify an intersection instead of, say, "Bethesda metro station". But as I noted, you probably cut down on complaints by introducing this lousy, user-unfriendly system, and that is probably your real purpose.	May 5, 2011 7:38 AM
544	feels like a black hole.....	May 5, 2011 6:46 AM
545	Unable to submit complaint with Firefox 4	May 5, 2011 6:19 AM
546	When I clicked on the site for "Emergency Tree Blocking Roadway" I was instructed to call during business hours. Stupid. Plus, the site is a great idea, but hard to find what you are looking for. Why not try something like books have - an index and table of contents?	May 4, 2011 6:04 PM
547	Send a survey again in 4 days to see if the problem has been addressed and the potholes repaired. Thanks	May 4, 2011 7:28 AM
548	The website is not very user friendly; it does not properly show how responsive the Montgomery County Government can be.	May 3, 2011 4:52 PM
549	All complaints should be confirmed by e-mail with official copy of the complaint and any reference numbers, contact information provided within one business day.	May 3, 2011 3:22 PM
550	I very much appreciate this service and the rapid results it obtains.	May 2, 2011 2:33 PM
551	sometimes the verification codes are really hard to read. It took me six attempts to finally get one that I could read correctly	May 1, 2011 2:15 PM
552	Since I just now reported a problem, I won't be able to assess the utility of the web-site until I see whether the problem has been fixed.	Apr 30, 2011 10:23 AM
553	A great way for citizens to obtain county services	Apr 29, 2011 3:51 PM
554	When MC311 emails status updates, it would be VERY helpful if some specific description of the reported problem or location was included, rather than just info about a pothole, guardrail, etc. For people who turn in multiple reports of potholes, for example, it's difficult to know which of the reports a status update email is referring to.	Apr 29, 2011 9:01 AM

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555	Upgrade to make it more user-friendly.	Apr 29, 2011 6:45 AM
556	Keywords did not give me what I needed and failed allow me to send a question/report a problem. I had to pick something from the list that came close. Earlier today my choice sent me to the wrong department.	Apr 28, 2011 10:33 PM
557	I'm glad to have a web page that I can access at any time and any where. Thank you.	Apr 28, 2011 6:28 PM
558	Great set up. I'm anxious to see if the results measure up to the effectiveness of this reporting tool.	Apr 28, 2011 2:51 PM
559	Whoever designed this web site is an idiot. I design Web sites and I would loose my work if I did this bad of a job. The site is difficult to find, it is difficult to get to the area of interest you are looking for and in general not very user friendly. The old site was not so great also, but much more user friendly.	Apr 28, 2011 9:52 AM
560	No place to enter details on pothole repair - eastbound, lane, intersection instead of Bldg #?	Apr 27, 2011 11:08 AM
561	42 days to install a street sign?	Apr 26, 2011 3:45 PM
562	Recently I tried to report two properties in violation of the tall grass/weeds code and your system would not recognized either address.	Apr 26, 2011 12:34 PM
563	Difficult to find the right department to report problem. Also, VERY difficult to properly read the required graphic at the end of the input request.	Apr 26, 2011 12:12 PM
564	Need to provide better access to information. The links are hidden into sub portlets/websites. Web Master should look at the mostly used services and those services that county wants to promote adn place as direct links them for easy access on pages such as home page.	Apr 26, 2011 10:17 AM
565	The system forces us to find a literal address for the Germantown Transit Center. Your system should recognize and/or allow us to use Germantown Transit Center or Shady Grove Metro as addresses.	Apr 26, 2011 6:05 AM
566	failure to act on previous complaint.	Apr 25, 2011 8:07 AM
567	Montgomery County had terrific online services. This 311 system is inferior. Its less specific, takes longer to resolve problems, requires more time to find what you need and was a waste of taxpayer money.	Apr 24, 2011 8:26 PM
568	I have never experience the level of corruption as I have in Montgomery County Maryland. The level of fraud and abuse of the public is wide spread and extends to our legisltive branch. Violations of the Declaration of Rights Art 8 are not enforced and people allow these criminal acts against the public interest. It is truely the most corrupt form of a conflict of interest to have practising lawyers as legislators not willing to protect the public interest.	Apr 24, 2011 8:31 AM
569	Please make sure that 1) my complaint is followed up with on the driver's end	Apr 22, 2011 1:10 PM

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and 2) you confirm with me that the complaint was addressed appropriately. Dangerous bus drivers on their cell phones should NOT be allowed to operate public transportation which ultimately endangers the lives of many passengers on board and others on the road. Thank you.

570	I was trying to report that there were no street name signs at the turn street turning left to go over the bridge from Brookville Rd. onto Lyttonsville Rd. in Silver Spring, MD. I only found a pot hole request form. So, I filled it out. When I called 311, they were not very helpful either. They said that i needed to go into some office. Really...that is crazy. I hope the service request works.	Apr 22, 2011 8:41 AM
571	Pretty good way of getting information. Keep making it better.	Apr 22, 2011 6:51 AM
572	Why tell me that the complaint will be resolved in ONE day when DHCA is taking 2-4 WEEKS to even inspect a property and then months before anything happens.	Apr 21, 2011 2:53 PM
573	This is the first time using this service. I wish to see the response time and effectiveness of getting the County to resolve this request. Thank you for having this available, it could cut down on time use over the phone and the use of personnel to simply take in information. Thank you	Apr 21, 2011 12:35 PM
574	Service request has comment area for debris but no comment area for potholes. I wanted to put in a short description of the potholes so I used the debris comment area. Could be more user cordial.	Apr 21, 2011 11:17 AM
575	It was very difficult to create a service request for a road maintenance item that was not on the computer generated list. The search function produced no results for the words: "road" or "highway." When I entered the word "transportation," I received a list that included many non-transportation items but did not have any links to road maintenance. The online 311 would work better if it provided an opportunity to enter a service request on all pages.	Apr 21, 2011 10:06 AM
576	I reported potholes on Henderson Avenue but the site required me to enter a building number. I used a number but its the entire road from Judson to Georgia Avenue that is a problem so a building number made no sense.	Apr 20, 2011 10:27 PM
577	The Pothole repair section requests specific information that may/may not be readily available. Example: East, West, South or North. ???????????????	Apr 20, 2011 7:09 PM
578	As with all sites that try to all things to all people, the site leaves something to be desired. Still it is somewhat easier to use than some I have encountered. Specifically, it is not programmed properly to identify the street location where my incident with a Ride On bus occurred.	Apr 20, 2011 5:01 PM
579	I've tried to talk to Pepco as they have ask about trees that need trimming. I had no luck. Can you help? My house is on the corner of Livingston St. and Randolph Rd.. The tree branches going towards Randolph Rd. should be cut to avoid future problems. CAN you help?? Thanks J T Pilot 12307 Livingston St.	Apr 20, 2011 1:16 PM
580	Great site. Will use it again if needed. Thanks	Apr 20, 2011 9:47 AM

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581	Please don't cut Dept. of Transportation road repair services. We need repair upgrades and street painting markings painting updates and new replacement and updated driver awareness signs.	Apr 19, 2011 12:45 PM
582	When a pothole is reported, please, do not have me start at the beginning of the process again as it is time consuming. I usually have more than one pothole to report. Your office is doing a really good job and it is one of the few County offices where a difference is made on a timely basis. I have been using this service for some 20+ years. Keep up the good work.	Apr 19, 2011 11:04 AM
583	I liked getting the confirmation/acknowledgement. It came in while I opened the survey. Also, the fact that one has a tracking number is helpful. Now let's see how long it takes for the problem to be resolved!!!! Thanks for the opportunity to give feedback.	Apr 18, 2011 9:05 PM
584	Very useful if it results in services being performed. Thank you.	Apr 18, 2011 12:33 PM
585	I am dissatisfied because the problem was not resolved overall. Though the site is a great idea and is pretty well designed - the net effect is that things are still not getting done ...	Apr 18, 2011 11:54 AM
586	Pothole Repair form - Address should allow for general input - not a specific address.	Apr 18, 2011 7:44 AM
587	I do not like the shape our roads are in ,Montgomery County Maryland I know the funds are low.however if they do not	Apr 17, 2011 5:49 PM
588	Graphic code boxes are very distorted. I often have to Try a New Code a few times to get one I can read and enter correctly.	Apr 16, 2011 4:06 PM
589	MAJOR pain in the ass. i had to try more than 10 times to get it to go through. i had misspelled ONE word. jeez.	Apr 15, 2011 8:02 PM
590	When I reported a pothole problem at an intersection, it asked me for the street names at the intersection. I would have liked it to ask me in what "city" it was located, e.g., Bethesda. I imagine that your software can figure that out, but it would make me FEEL that I'd described where it was more accurately. Overall, a very good site, however.	Apr 15, 2011 9:48 AM
591	I reported a pothole. Your form has a required field for a building number, which is silly and has nothing to do with a pothole report. I had to change the report type to "intersection" in order to avoid the building number question.	Apr 15, 2011 8:59 AM
592	It is problematic that the 311 website overlaps with more thorough information on the County website. There was a bit of a lag between hitting "submit" and being told that my request was submitted successfully.	Apr 14, 2011 4:22 PM
593	Convenient overall except when entering the codes at the end of the service request. Sometimes they are illegible	Apr 14, 2011 3:14 PM
594	It would be nice to get a copy of the text submitted via the request (i.e. it	Apr 14, 2011 11:20 AM

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becomes "lost" once the 311 request is submitted. Also, if you don't deal with the problems and complaints submitted (in my case, RideOn service issues), it really doesn't matter how good the 311 service is.

595	When making a complaint about a bus route or stop - there may not be an address or building at the bus stop location. There may only be a cross street. Which stops the request form process. You can't expect people to hunt through google maps to figure out the address of a vacant lot, or vacant building. Have your bus complaints dropped since you started this form? It took me 15 minutes and 2 rounds with Google earth, and my own personal neighborhood address list to figure out the address of the bus stop I was at. That is too much research to expect from the average bus rider. Now I am upset about the bus that drove past me last night and this complaint form.	Apr 14, 2011 9:53 AM
596	I hope to hear my request was received and would love to have it taken care of in a timely manner!	Apr 13, 2011 12:55 PM
597	rediculous, Have to enter report 4x for a silly pothole for it to take. why bother with the nonsensical letter code. get rid of it. We have so many unfixed potholed because this is so difficult to use and police aren't calling them in. I have a Master degree and this is too darn tedious. forget trying to call. half the time it doesn't recognize an address so have to jam in a number that works and just type a location description. Just ask for a comment/location in a general box. MAKE IT EASY if you want the public to report it.	Apr 12, 2011 8:02 PM
598	I have previously reported multiple street lights out in my neighborhood. I then receive an email indicating the service request number. It would be helpful if the email included the text of the service. This would make it easier to follow up, if necessary.	Apr 12, 2011 2:41 PM
599	Your complaint form requires a lot of information which is not relevant to my bus trip. There is no building number I can reference.	Apr 12, 2011 8:51 AM
600	Make sure you provide feedback to the customer who complains.....	Apr 12, 2011 7:14 AM
601	The website is not designed for people to find what they are looking for. It was difficult to navigate and hard to find what I wanted.	Apr 11, 2011 8:43 AM
602	Great resource and very user friendly.	Apr 10, 2011 9:18 PM
603	I found the verification codes very difficult to read. I had to try 3 times to find one I could read. Much harder than on other sites with this feature.	Apr 9, 2011 8:25 AM
604	The older complaint system had a much simpler design - fewer "required" data items, no need to know if a street is "Street", "Road", "Drive", "Lane", etc. The captcha phrase is often nearly illegible.	Apr 7, 2011 8:49 AM
605	For RideOn bus complaints, it seems that these go into the electronic "ether" and rarely come out the other end. Before when I would report a problem, I would usually get an e-mail response in about a week, and sometimes I would even get a phone call. Now I won't hear anything for weeks or even months, and by the	Apr 7, 2011 6:58 AM

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	time I do get a response, I have usually forgotten what it was I complained about in the first place. This is extremely inefficient, and, in my opinion, a step backwards. It seems that you have used MC311 to lower your level of service under the auspices of making things "easier to get to."	
606	The time response has been so quick! VERY IMPRESSIVE! Thank you very much!	Apr 6, 2011 10:41 AM
607	The location of the pothole I was reporting would not enter. It kept telling me the road didn't exist. Since its on a main thoroughfare UNDER 495, there is no cross road. However, I faked it out, and forced it to take it.	Apr 6, 2011 9:13 AM
608	I was confused because the pothole service request webpage asks the user to describe the debris to be removed. Something is wrong. The pothole service request should ask the user to describe the pothole. Describing debris to be removed on the pothole service request website doesn't make any sense.	Apr 4, 2011 6:10 PM
609	can not remain anonymous when filing an on-line complaint. phone operators are not familiar with county code or operations	Apr 4, 2011 10:48 AM
610	The pothole reporting form asks for information that is not able to be provided, i.e. business number is required.	Apr 4, 2011 8:25 AM
611	Very nice helpful site Thx	Apr 3, 2011 6:36 PM
612	Someone should answer about the status of the request. Nothing is being done to repair Piney Branch Road. When might that happen?	Apr 1, 2011 2:21 PM
613	Some of the verification codes are almost impossible to decipher	Apr 1, 2011 6:53 AM
614	Many times 311 is an obstruction. I call a specific office and 311 intercedes. They don't answer my question then finally put me through to the actual office I called. Why can't I just reach the the office I called without unnecessary meddling?	Mar 31, 2011 1:50 PM
615	to enter a pot hole on a street you required an numbered street location - I did not have this information and the form would not take without it. the need to enter digits at the bottom to enter the form made it difficult to use given that it was hard to interpret the digits - they needed to be case sensitive - this is entering of digits made me try 4-5 times before I got it correct	Mar 31, 2011 10:10 AM
616	Difficult to get info on how to use site got wrong info several times at 311 site difficult to negotiate and service request form not user friendly can't reuse info and the coding at the end difficult for older eyes	Mar 31, 2011 10:01 AM
617	Previous complaints (about bus arriving too early) were addressed and dealt with. This is the first time in several months that the bus arrived early. Please resolve this.	Mar 31, 2011 7:27 AM
618	It would be nice if we could upload photos of the items we are reporting. Even if your inspectors have to independently verify, it could assist them with locating	Mar 30, 2011 7:26 PM

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	exactly what we are reporting. Thank you	
619	Very difficult to use. Need to increase options regarding location of incidents. I was not able to indicate the location of unpleasant experience I had because the names of Metro stations were not among the options available. It took me several tries to be able to submit my complaint because of this lack of more specific options.	Mar 30, 2011 5:55 PM
620	I didn't even know this site existed until I googled it today!	Mar 30, 2011 11:23 AM
621	I REPORTED THESE SAME POTHOLE IN 2010 AND NOTHING WAS EVER DONE. IS ANYBODY REALLY CHECKING THIS?	Mar 30, 2011 9:41 AM
622	picky, picky, picky what the site will accept as a description of street address. did not accept second but did accept 2nd. and site accepts only conventional situations. but address may be outside park without a #.	Mar 30, 2011 8:15 AM
623	It was too unfriendly to accept user input. I could not enter Falls Road but had to enter Falls and then in the next dropdown box to choose RD. This can be friendlier.	Mar 29, 2011 4:40 PM
624	I use it to complain about ride on "service". The web site is almost as bad as ride on. One is forced to enter an intersection, even if the appropriate location might be a metro stop. One if forced to remember if a particular road is street, road, drive, lane, etc. - things that are in the background and may not be noticed. The screen does annoying refreshes when one selects "intersection" and type of complaint.	Mar 29, 2011 7:55 AM
625	The first time I tried to file a claim using the site it wouldn't accept the address, which I know for a fact is in Montgomery County. Other than that experience I thought the site was very user friendly.	Mar 28, 2011 1:21 PM
626	My ultimate satisfaction, will depend on how the question is serviced and resolved.	Mar 27, 2011 11:25 PM
627	This is great! Thank you for setting it up. I look forward to having the issues resolved.	Mar 27, 2011 1:40 PM
628	Typed in red light camera and many other choices and couldn't get anything on the searches. Had to try many things to be able to enter a service request. Maybe having a way to find the department first might help.	Mar 25, 2011 8:55 PM
629	I had to request a code at bottom of page too many times before I had one that was legible enough to submit the form!	Mar 25, 2011 5:41 PM
630	I'd rather take the survey after seeing whether any action is taken.	Mar 25, 2011 3:53 PM
631	This service is one further layer of bureaucracy between the county employees, who work for the citizens of Montgomery. Instead of getting immediate feedback or interaction with said employees, we just get shuffled off somewhere in cyberspace. Another step in the dehumanization of government.	Mar 25, 2011 8:18 AM

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632	My recent request report a street light (#16005) being out required that I enter the intersection. It's very confusing because the light is not near any intersection so had to enter a change in the name of the road that was a slight distance from the street light.	Mar 25, 2011 6:57 AM
633	It took me several clicks to figure out where to lodge my request for service. Website should be clearer.	Mar 24, 2011 1:24 PM
634	All the fields required for reporting a pothole are excessive. If you want a house number, please ask for that. But I don't see why it can't be all in one line: e.g. 10116 Leslie St., Silver Spring	Mar 23, 2011 8:04 PM
635	When reporting potholes sometimes you don't know the exact address of the area, you just know landmarks when you drive past. I hope you are reading the descriptions of the problems and not just looking at addresses submitted.	Mar 23, 2011 12:53 PM
636	That coding exercise is ridiculous. Trying to find the proper place to report the pot hole should be better highlighted.	Mar 23, 2011 10:50 AM
637	I was contacted via email within a few days - overall I like the website and will continue to use it as a Montgomery County resident	Mar 23, 2011 8:16 AM
638	I hope, Rideon will take the complaint seriously and make sure that bus no. 97 runs on time, so as to avoid office delays. Also, if the driver has a feedback/complaint book, may be but no. 97 passengers will be able to write and then Rideon will know exactly what the problem is.	Mar 23, 2011 6:16 AM
639	The link to the EPA complaint form takes you to an "ERROR" page.	Mar 22, 2011 1:42 PM
640	Very easy site to use and find. Very satisfied.	Mar 20, 2011 10:25 PM
641	It took multiple tries to enter in the information about light poles. Very frustrating. a couple of times it did not recognize the streets when I tried intersections and wopuld only work when I tried the street only	Mar 20, 2011 2:26 PM
642	I filed a easement service request and it was reported complete when indeed it wasn't resolved.	Mar 18, 2011 5:38 PM
643	This my first time using the 311 site, this is GREAT. I reported this problem before, but to no avail, so i am trying this site. Thank you for creating this site for the residents of MC	Mar 17, 2011 7:38 PM
644	I suggest allow citizens to up load pictures of the situation being reported.	Mar 17, 2011 8:52 AM
645	It is very nice. The website is well laid out and things are easy to find.	Mar 16, 2011 6:27 PM
646	I responded yesterday with my concerns; however there is one more item I would like to point out. When sending a Service Request, I would like to print out a copy for my records. The information printed is from the Contact Information through Additional Information. The area where I type in the issue does not show on my copy.	Mar 16, 2011 12:29 PM

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647	None	Mar 15, 2011 9:27 PM
648	I'd appreciate it if you fix the huge pothole. Thank you.	Mar 15, 2011 2:55 PM
649	I would love to have inspectors respond to compalint in a timely manner	Mar 15, 2011 9:31 AM
650	I could not reach 311 from my Germantown phone line (301-948-6666). I got a "Baltimore Call Center". Contacted Bob Fischer at Montgomery County and he gave me the phone number 240-777-0311. Called this number and operator had difficulty walking me through process of filing a complaint on line with the Department of Housing & Code Enforcement. Tried to do process a second complaint (I use it frequently) and had to search again. Previously, I saved the form for filing a complaint about a property in my "favorites". I tried doing this but it doesn't give me the form automatically. I have to go through various steps to get to the complaint form. Lynne Singer (301-948-6666, ext. 111).	Mar 15, 2011 8:41 AM
651	I look forward to using the Incident Reporting System to better track and manage all concerns in my community.	Mar 15, 2011 12:18 AM
652	Just waiting to see whether the pot hole will be fixed.	Mar 14, 2011 4:42 PM
653	The "captcha" graphic codes used to validate human entieres are FAR too small to read properly....I had to "try a new code" four times before getting one I could read....and I'm not elderly! Otherwise, great site.	Mar 14, 2011 10:38 AM
654	I have called 311, but not used the web site. The person was pleasant and helpful.	Mar 13, 2011 9:15 PM
655	I hope that the potholes are going to be fixed. They are a major problem for all motorists traveling on Spring Street. Thank you.	Mar 13, 2011 8:17 PM
656	After I submitted my service request, it provided me with a statement saying "Service Request Number is: Status:" However, neither of these were filled in, so I am not sure that my request actually went through.	Mar 13, 2011 12:58 PM
657	Most of the security codes are illegible.	Mar 12, 2011 3:38 PM
658	Pothole repair and roadside trash removal should be connected to a map to flag the location of the problem. Not all potholes are next to a numbered building.	Mar 12, 2011 10:29 AM
659	Old pothole repair form worked more smoothly. I have found that I can only report a pothole using the "intersection" option. Entering the verification code never works the first time; I've never encountered this on another site, so I'm not entering it wrong.	Mar 11, 2011 2:52 PM
660	This system is very ineffective. It takes way too long to receive feedback and/or any type of resolution. I've complained twice about ride-on bus service in the last few months and nothing's changed. In my opinion, the county's transit system is a fucking joke, and the MC-311 Customer Service Web Site does nothing to change that. Stop wasting my tax dollars on this kind of shit.	Mar 11, 2011 8:41 AM

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661	THE POTHOLES ON THE COUNTY ROADS ARE GETTING TO BE RIDICULOUS AND DANGEROUS!!!!!!!!!!!!!!	Mar 10, 2011 8:23 PM
662	I wanted to report an incident that occurred at the bethesda metro station and I don't know the address. The complaint form wouldn't process so I just put my home address in the form but that isn't really correct.	Mar 10, 2011 1:49 PM
663	My incident occurred at the Bethesda Metro Station. I had to try at least 10 times to come up with a location that the web site would accept.	Mar 10, 2011 8:57 AM
664	When reporting potholes, they may be in the middle of a street, and if you do not stop to look at a house number, all you know is there is a hole on street X between Streets y and z. The location of a pothole form should be expanded to include a way to specify a hole that is not at an intersection, but for which you do not know the house number.	Mar 9, 2011 3:37 PM
665	I was trying to enter an intersection in to the website but it kept rejecting what I was putting in saying it was an invalid intersection even though I know it is a valid one. Also, the codes we're supposed to enter were often too difficult to read. I had to keep asking for a new code.	Mar 9, 2011 8:19 AM
666	Your old pothole reporting site should redirect to this one instead of making customers start all over again.	Mar 8, 2011 1:58 PM
667	I am impressed by how quickly potholes are attended to.	Mar 8, 2011 1:28 PM
668	hard to find information, non-intuitive	Mar 8, 2011 12:33 PM
669	it is difcicult to figure out what is acceptable use of a house from our code. The neighborhood is being used as a junkyard, the houses have become grouphomes and flophouses with cars parked on lawns, brokendown vehicles and construction debris piled in yards. We understand the strain public services are under, but we cannot understand we the department is not ENFORCING the code and acceptable use of property. The tax base of montgomery county relies on our government doing something about the filth and junk piling up. This website makes it much harder to complain and track complaints.	Mar 8, 2011 12:29 PM
670	security codes are sometimes difficult to read	Mar 8, 2011 7:13 AM
671	It's great! I was however surprised to see the response time to fix a leaning street sign is 42 days. I'm sure it'll be taken care of before then, it shouldn't take more than a week or two to get a crew out.	Mar 7, 2011 12:52 AM
672	I visited the site to report a pothole. It took me 10-minutes to report the pothole, in part to the inflexibility of your site to allow reporting a pothole on a Cedar Lane under the Capitol Beltway. Because that is not a actual intersection your system couldn't understand it. I finally used a nearby cross street, then put the actual pothole report in the remarks. But the fun had just begun. I had to get past the stupid graphic letters at the bottom. It took me TEN tries. Do you really need to have that - we are reporting potholes, not doing banking or national security!	Mar 6, 2011 10:45 AM

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673	It was hard to find where to report code violations. It seems you can get caught in a loop before you figure it out.	Mar 6, 2011 9:58 AM
674	Very easy to use.	Mar 5, 2011 11:05 PM
675	It was hard with no description of which office handles what services to find who I should contact. When I submitted a service request, I was not provided with a service request number or a status as is indicated after submittal so I have no way to track my inquiry.	Mar 4, 2011 11:40 AM
676	I was a little confused in when I just submitted a request related to a faint street light. The three choices were street, intersection or highway. The light pole (16017) is on a street, but the information requested was too confusing so I used the intersection option even though the street light is not at an intersection.	Mar 4, 2011 8:57 AM
677	Would prefer not to have to give my name when reporting problems such as pot holes.	Mar 4, 2011 8:31 AM
678	Does not run well with Safari browser.	Mar 3, 2011 8:35 PM
679	There is not an easy way to file a complaint about a bus Route. I need to enter a street address or the nearest intersection. Kind of silly when I can just tell you the route number.	Mar 3, 2011 4:18 PM
680	Thank you for providing this service. I also appreciate the snow service and salting of the the streets during this season. I oftentimes saw several trucks coming around day and night. Thank you.	Mar 3, 2011 4:01 PM
681	I found the website useful. Thank you.	Mar 3, 2011 11:46 AM
682	The organization of information is pretty good. It was easier to find the information I needed than in the past. Being able to complete an online request is really nice.	Mar 3, 2011 8:13 AM
683	The verification codes when submitting the surveys are difficult to read because they are blurry. This could be preventing more people from complaining about the system. It is also difficult to submit surveys because you have to know the exact intersection, etc. Why isn't there a way to input that I was at a Metro Station? rather than an intersection, street corner, etc? it seems that these "required" fields in the survey are making the process of submitting a survey way too complicated. The survey system needs to be simplified.	Mar 2, 2011 11:20 PM
684	Good info and appreciate the availability. Was referred to you by neighbor involved in issue. Thank you. Good survey.	Mar 2, 2011 2:07 PM
685	hate your spam preventer. those graphics are hard to copy.	Mar 2, 2011 10:55 AM
686	When using the report a pothole form, the last section called "Input Validation" is very difficult to read the security codes due to some of the colors used. Perhaps bolder colors like black, blue or red should always be used. The pale grey and yellow should be eliminated.	Mar 2, 2011 9:23 AM

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687	code letters to input final request are near impossible to read. Might try to make the letters more easily understood.	Feb 28, 2011 3:15 PM
688	The wordings are confusing. It talks about pothole but no mention of a road resurface.	Feb 28, 2011 2:18 PM
689	This system is not user friendly. It never gives a service request number, such as in this instance. When I call, the staff very ill informed. They sound like robots and don't know much of how the county functions. I prefer the old way much better. This 311 system seems to be a failure to me.	Feb 28, 2011 11:23 AM
690	Instead of cutting the library budget, may want to cut fancy website budgets for 311. This is not NYC. The old website was fine, not sure this 311 is the best use of money, since I went to the old website to get to this new website.	Feb 27, 2011 9:28 PM
691	SEarched on potholes and found three links; tried the first and submitted a service request. Hope the inspection and ultimate repair is as easy as reporting it. thank you for this option.	Feb 26, 2011 7:45 PM
692	Great public service in this day of diminishing services	Feb 26, 2011 11:47 AM
693	I'll wait to see whether the pothole I reported gets fixed before declaring this a successful visit to the website.	Feb 25, 2011 8:03 PM
694	Site told me to use digital numbers for the address (1109) and I was. Did not get a Service Request # at the end so don't know if it went thru or not	Feb 25, 2011 3:12 PM
695	You need to add a place for people yard that have junk and sitcks or trash. I just use the tall grass section since I can't seem to find another place to put it. I do like the idea that you come up with. Just like with anything new it just needs little changes.	Feb 24, 2011 4:54 PM
696	I know you want to route comment to the right place but rather than make people first look for a category that fits their comment, you should just offer people a way to comment and then let them choose from a scroll down list of topics or fill in a blank box. My 2 cents.	Feb 24, 2011 11:26 AM
697	The old pothole repair form was better. I frequently get error messages with the new form (which I have reported) and was extremely slow today.	Feb 24, 2011 10:58 AM
698	They never seem to fix the reported problem	Feb 24, 2011 8:25 AM
699	If you have a comment about a service, why do you have to provide an address? It might be more appropriate to indicate an agency...to indicate what the comment is about.	Feb 23, 2011 12:47 PM
700	The codes you have to type in to send the report are impossible to read most of the time. Your old site was much more user friendly and easier to report pothole problems.	Feb 22, 2011 1:29 PM
701	I think this is a great service	Feb 22, 2011 7:49 AM

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702	I left info on pothole repairs. The problem is that a specific address is required, but sometimes there are no specific addresses available. This should not stop a report/request for service from being issues. You have the requestor's name and number. If confused, pick up the phone and call or email them and ask!	Feb 21, 2011 3:08 PM
703	It wasn't easy to find the form. I had to search your website.	Feb 21, 2011 2:08 PM
704	I hope this will go to the correct department and get taken care of	Feb 21, 2011 10:42 AM
705	I am happy to find out about the 311 service from listening to NPR and now use it often.	Feb 21, 2011 9:01 AM
706	Thank you for providing a simple form to request services and report problems . what a clever comcept:~)	Feb 19, 2011 2:41 PM
707	interview form for complaint was needlessly complicated, with required boxes that must be filled in to submit the form. It was never clear on the part of the screen showing when I hit the submit button that the website had detected a problem with my response. I only found that out by happening to scroll higher on the page and found the page. Poor web form design.	Feb 19, 2011 2:01 PM
708	I will wait for service and then comment on the Web Site	Feb 18, 2011 6:13 PM
709	Excellent website and very easy to maneuver.	Feb 18, 2011 4:51 PM
710	Good overall.	Feb 18, 2011 2:07 PM
711	I was able to find the pothole report page through Google, but not by searching the Montgomery County Web-site directly.	Feb 18, 2011 8:02 AM
712	Very hard to interpret the alpha numeric that customer needs to enter!, especially the swoops and swirls. No idea how to interpret them.Had to do it many times.	Feb 17, 2011 10:10 AM
713	Please add more flexibility to describe problems. I would also like to see the name of the office this request will be or has been sent to.	Feb 16, 2011 9:14 PM
714	easy to use	Feb 16, 2011 3:08 PM
715	I found it very difficult to find the proper page for requesting the dead tree removal. The DOT Tree Maintenance page (http://www.montgomerycountymd.gov/hwytmpl.asp?url=/content/dot/highway/tree.asp) should link to the 311 page.	Feb 16, 2011 3:03 PM
716	I hope using the site results in some action.	Feb 16, 2011 2:23 PM
717	I am eager to see whether an online visit to the Web site produces results more quickly than my phone call to 240-777-0311 on Wednesday evening, January 26th. On the 26th, I reported a large downed limb from a County tree. The limb did not affect any PEPCO power lines. Sincerely, LeRoy Walters, 7118 Exfair Road, Bethesda, MD 20814-5503.	Feb 16, 2011 10:35 AM

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718	I was trying to report a Ride On problem at the Rockville Metro Station. Your system would not take my input without an address. I even looked up the official address for the station on the Internet and entered it, and your system rejected it. It took me about 10 minutes to try and try again until I entered the nearest intersection information. Very, very unfriendly to the user. Not a good sign when I'm contacting you to complain about how you seem to be making things harder on the customer in order to make things easier for you. Your actual complaint system just confirms this cultural flaw of yours.	Feb 16, 2011 8:07 AM
719	The address section for reporting service problem is assertive but wrong. I tried to enter the address for Rockville Metro station (WMATA website says it is at 251 Hungerford Dr Rockville MD), but it was convinced this address did not exist. I tried many permutations (including cross streets, etc.) until it finally accepted 251 Rockville Pike, Rockville. I'm not sure that address really exists....would be easier if I could have just entered "Rockville Metro Station" somewhere.	Feb 15, 2011 11:35 PM
720	I will be happiest if and when the problems are actually resolved. also, the captchas are awfully hard to read sometimes...	Feb 15, 2011 4:49 PM
721	I am on a iPhone trying to report missed buses and this thing is such a pain to use in the field. you need a mobile friendly page that helps rideon riders out better.	Feb 15, 2011 8:44 AM
722	Web site is great. Just hope repairs are made promptly	Feb 15, 2011 8:28 AM
723	I used this Web site to submit a complaint about RideOn. A while after I had done so, I realized that I had not been given a service request number. Thus I went back and entered the info a second time, and STILL was not given a service request number. Now I don't know if you received my service request or not.	Feb 14, 2011 6:32 PM
724	THE POTHOLE REPORT TOOK TWO TRIES TO COMPLETE.	Feb 14, 2011 11:57 AM
725	The system is not responsive and does not give meaningful feedback	Feb 14, 2011 11:12 AM
726	I called customer service phone number about this same tree two weeks ago. I did not know about the 311 web site until I received information about storm damage in my neighborhood newsletter. I will be interested to see if filing the report on line gets a quicker resolution than calling your customer service people. The service request indicated 2 days to resolve issue.	Feb 14, 2011 6:42 AM
727	I reported a problem about a poor road surface, but the form was not quite appropriate for this request. First it seemed to be only for picking up road debris instead of fixing a road. Also it required a street address # to accept the request but my request was for a stretch of road not just one place. Maybe if there was an option for a range of road locations, like road X from cross road Y to cross road Z.	Feb 13, 2011 9:22 PM
728	Your security graphic is very hard to read. You've made it more difficult in the	Feb 13, 2011 1:21 PM

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	new site to report potholes. You need to allow more then 200 characters to describe problems. You don't seem to have a character limit in this box!	
729	Your old pothole reporting form was much more useful. Not be able to report potholes between to different streets is not user friendly or helpful!	Feb 12, 2011 10:40 AM
730	Is texting available to report potholes? At times one cannot remember the roads nor street names to report the issue.	Feb 11, 2011 9:21 PM
731	I found the requested information lacking. Please just do the job and remove the tree limbs which are obstructing the lanes coming from Wheaton into Chevy Chase, MD	Feb 10, 2011 2:18 PM
732	Your system didn't provide a Request Number nor a Status. I would much prefer an email template that would send out the pertinent data that way & generate a response ticket. I also have received no confirmation email.	Feb 10, 2011 12:50 PM
733	No Service Request Number was provided, either at the site, or in my email inbox. No Service Request Status was provided. No Service Request Status can be obtained, in the absence of the Service Request Number. However, the entire Service Request was also emailed, in its entirety, to the Executive and the Council, advising them as well that the site is providing no Service Request Numbers and no Service Request Statuses.	Feb 10, 2011 11:50 AM
734	This is a great service, if problems get resolved in the advertised amount of time. Easy to use.	Feb 9, 2011 8:56 PM
735	Overall satisfaction depends on whether the problem I reported is corrected.	Feb 9, 2011 11:20 AM
736	The security code at the end is somewhat "confusing". I thought I entered the correct security code but I guess I mistook the number 1 for a lower case letter "L" a couple times.	Feb 9, 2011 10:22 AM
737	I think the survey would be more meaningful if you waited until the service was actually performed! I just this second submitted the request.	Feb 9, 2011 9:35 AM
738	Online pothole reporting is especially useful. The fact that it provides a reference number is excellent.	Feb 8, 2011 11:21 PM
739	No service number or status was given. Should it have been?	Feb 8, 2011 9:47 PM
740	Did not get a number on last page telling me that my request had been received	Feb 8, 2011 9:45 PM
741	The 311 phone no. is an excellent service! This is money well spent - thank you!	Feb 8, 2011 7:41 PM
742	Please fix the pothole	Feb 8, 2011 7:17 PM
743	Took several tries before eventual success. Didn't like the address. Don't know why-- it's a normal home address.	Feb 8, 2011 4:37 PM
744	easy to use, have a confirmation number to refer to when calling about status.	Feb 8, 2011 12:00 PM

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745	I could not read most of the security letters required to submit a complaint. I had to hit the try new letters button MANY times. The street validation kept me from submitting my request. I wouldn't take the stop address, or anything close. I had to choose a building? Makes no sense. This site has not been tested thoroughly. I must have tried 10 times or more. Very frustrating, when I'm already frustrated for standing in the cold for 50 minutes, because of a late bus. If you paid a contractor for this site with my tax dollars, then we need a refund. If you built it internally then you need to hire people trained in such things.	Feb 8, 2011 9:15 AM
746	I don't remember it being so difficult to report a problem. It kept saying they didn't recognize the streets. So I finally just put in my address.	Feb 7, 2011 11:49 PM
747	It took me three attempts to post my service request	Feb 7, 2011 7:29 PM
748	I hope the pothole repairs go as smoothly as the website reporting!	Feb 7, 2011 6:42 PM
749	I'll be able to comment once I get a response.	Feb 7, 2011 1:55 PM
750	the 'script' code to submit was very difficult to read; it took me 3 times	Feb 7, 2011 11:40 AM
751	At the conclusion, no reference number was provided. I don't know if request was received or not	Feb 7, 2011 10:28 AM
752	Requiring a recognized montgomery county address to report a problem with a bus no-show is just not working. the bus in question departs from the milestone park and ride. I don't know the address of the milestone park and ride.	Feb 7, 2011 9:32 AM
753	great site	Feb 7, 2011 8:42 AM
754	---	Feb 7, 2011 8:12 AM
755	Web site much easier then calling. Thank you.	Feb 7, 2011 7:48 AM
756	Was user friendly and convenient to use	Feb 6, 2011 5:30 PM
757	VERY difficult to find the information I needed. All I wanted to do was submit a complaint form regarding a neighborhood problem and it took about 5-6 click-throughs to get to the form....it is not entirely clear either which section to visit for the form....This site needs to be revamped and made more simple and straight forward. Thanks.	Feb 5, 2011 11:51 PM
758	It is hard to find information specially online services to report problems	Feb 5, 2011 3:48 PM
759	The codes at the end of the service request page are hard to read	Feb 5, 2011 10:41 AM
760	The County's response will determine my level of satisfaction.	Feb 5, 2011 9:58 AM
761	somewhat confusing in finding the information needed and filling out the form	Feb 5, 2011 8:50 AM
762	Have already responded on another survey - Problem was taken care of by me - thanks for the feed back - no response is a bad response from the County per	Feb 4, 2011 5:07 PM

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	request 140909447 on 1/31/11 and today is 2/4/11 - have resolved the down tree limb on county right away in front of my house - glad I wasn't hurt taken removing the debris. Does the county maintain trees within the 10 feet right away from the street or is this my responsibility (which I have already done). I just want to make sure I didn't do something that is the counties area near power line in front of my house - 10812 Hobson Street, Kensington, MD 20895.	
763	The 311 number has not worked for me. I've tried multiple variations - MC311 - etc. to no avail. A county rep I spoke with confirmed that this number is to be used for questions such as mine. Since it did not work, I had to submit a request for service. Very disappointed.	Feb 4, 2011 10:09 AM
764	I cannot comment until I see how my complaint is resolved.	Feb 4, 2011 9:38 AM
765	make it clearer that the security code is case sensitive	Feb 4, 2011 8:46 AM
766	Only problem was with the verification code. Hard time matching it. But you also could add a counter to know how many letters you have used in the comment field.	Feb 3, 2011 6:30 PM
767	i like being able to write and submit on web rather than wait forever on hold on the phone. thanks.	Feb 3, 2011 2:53 PM
768	My request was listed as closed when none of the large branches from the county tree that fell on my lawn were removed. I resubmitted the request. Hopefully the request will not be listed as closed until they are removed.	Feb 3, 2011 1:59 PM
769	Just awful. It doesn't make sense to provide a street address when all I want to do is find out how much it costs to rent a community center for an adult dance party/event. The 311 rep could not help me. The MC website only says that rental fees depend on the type and duration of event but no additional info is given. And it was difficult to submit the form to request the ability to submit a complaint. Really really disappointed.	Feb 3, 2011 12:16 PM
770	At first use of the "Create Service Request" it was not user-friendly when I was filling in the required fields of information to report a request - specifically the building # field and the Street versus Intersection field. Even if one is computer-literate it is a bit confusing and I ended up having to call 311 and obtain help. Thank you. I do think it is a very useful and helpful site. Thank you and keep up the great work!	Feb 3, 2011 12:14 PM
771	I find that manipulating the site often requires prior knowledge of the organizational structure of Montgomery County Government. Also, the search mechanism, which only allows one or two words, is often insufficient to get you to the information you need without multiple tries.	Feb 3, 2011 11:51 AM
772	This system has SERIOUS problems. It will not recognize key intersections, and I've had no response./action to the first complaint filed in January. Very bad.	Feb 3, 2011 10:49 AM
773	Website seems pretty straight forward, however when I called back to check on the status of a work request a glitch in your system prevented the work order	Feb 3, 2011 9:55 AM

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from being sent to the appropriate department and therefore delayed your response to the problem.